DCMC Metrics Guidebook

Fourth Edition

The Defense Contract Management Command Metrics Guidebook describes a family of performance measures designed to motivate behavior that will lead to continuous process improvement.

Each metric is expected to help managers and employees measure their performance with respect to the products DCMC customers reported are most important. It is also anticipated that the metrics will prompt the identification and elimination of activities that do not add value.

Users are encouraged to submit recommended changes and comments to improve the guidebook to ATTN: Joseph F. Petrucelli, Performance Improvement Officer, AQBF, Defense Logistics Agency, 8725 John J. Kingman Rd, Ste 2533, Ft. Belvoir, VA 22060-6221.

An Introduction to the DCMC Metrics Guidebook

PART 3: Postaward

1. The metrics contained in this guidebook were designed to be used at all levels of the Defense Contract Management Command, i.e., by the Headquarters, by the Districts, by the Contract Administration Offices, by the Groups, and by each operating Team. The metrics are designed to motivate process improvement by measuring the results of activities required to deliver DCMC's more important products and services.

2. Each product area selected for metrics was chosen because it is relevant to current strategies being pursued and, more importantly, because it is a key and significant activity which is critical to meeting customer needs. These products appear in the family of top level metrics used to facilitate Monthly Management Reviews and throughout the Defense Contract Management Command's Business Plan. Each metric was designed to encourage performance improvement of the entire business process rather than of any individual part.

3. The guidebook provides a full description of each metric including the:

Definition: A plain English description of what the metric portrays.

Population: The quantity or the amount that is included in the metric denominator.

Source: The source for data used to populate DCMC metrics is the DCMC Information Warehouse, a database that is populated by the Automated Metrics System and multiple transaction systems and replicated at DCMD East and West Headquarters. Only when a metric is populated by data coming from a source other than the DCMC Information Warehouse will this paragraph appear.

Computation: How the ratio, percentage, quantity, or amount that is being plotted is calculated.

Stratification: The various ways the quantity or amount can be analyzed, e.g., by District, Contract Administration Office, Customer, Team, etc.

Desired Outcome: What the command hopes to achieve by deploying the metric, e.g., a 100 percent reduction in cycle time.

Data Input Instructions: Input individual transactions into the applicable Automated Metrics System (AMS) or transaction system input screens. Only when a metric requires data input instructions other than the AMS will this paragraph appear. *(Note: Users of the AMS should read the Automated Metrics Systems Users Guide posted to the DCMC Web page under References, Metrics Guidebooks. Questions concerning individual fields should be referred to the individual process owner at DCMC or District headquarters.*

Frequency: The frequency that the metric is plotted for trend analysis. The frequency for each metric is monthly unless otherwise noted. Because the frequency is almost always the same for each metric, this paragraph will appear only if the frequency is other than monthly.

Period: The period of measurement for each metric is the prior month unless otherwise noted. Because the period is almost always the same for each metric, this paragraph will appear only if the performance period is other than the prior month.

4. There are four categories of metrics described in the guidebook: General Management, Preaward, Postaward, and Closeout. The General Management category consists of Demographics, Initiatives, Service Standards, Return on Investment, Performance Assessment, Labor Relations, Government Administrative Oversight, and Training. The Preaward category consists of Preaward Surveys and Price Negotiation. The Postaward category consists of Property Management, Packaging, Transportation, Product and Manufacturing Assurance, Flight Safety, Engineering Assessment, Customer Support, and Contractor Performance Measurement. The Postaward category consists of Contract Termination, Contract Closeout, Plant Clearance, Final Overhead Negotiations, and Legal.

5. The numbering convention used in the guidebook is as follows:

The first number identifies the category, e.g., 1=General Management; 2=Preaward; 3=Postaward; and 4=Closeout.

The second number identifies the part, e.g., 2.1= Preaward Surveys; 2.2= Price Negotiation, etc.

The third number identifies the type of metric, e.g., 1=Quality; 2=Timeliness.

If the part has more than one quality or timeliness metric, the fourth number will be the sequence number.

Metrics Numbering Convention

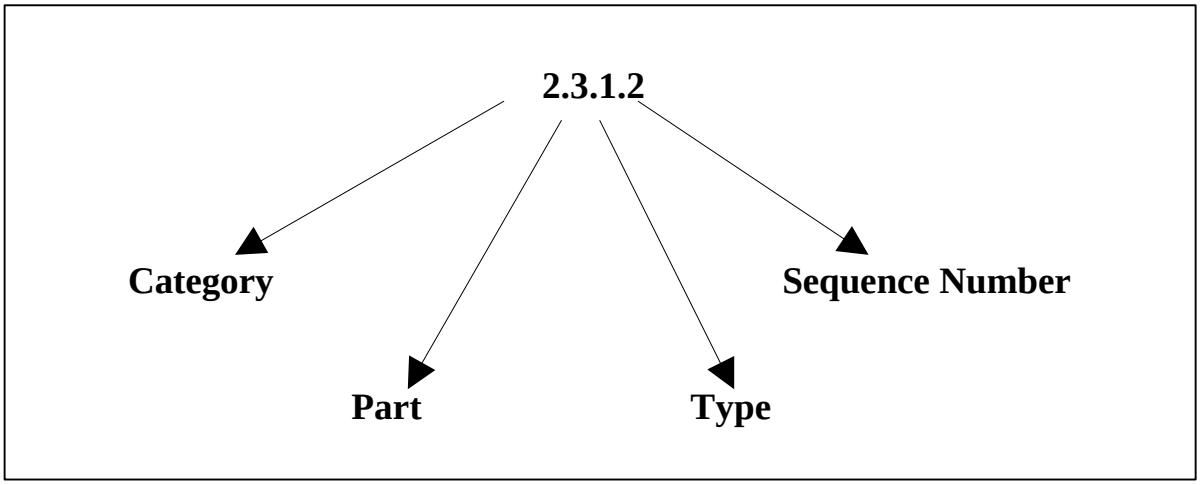

Figure 1

6. Metrics information gathered through the Automated Metrics System (AMS) and various other transactions systems such as MOCAS, ACTS, ALERTS, PLAS, etc., is stored in the DCMC Information Warehouse, an Oracle database replicated at DCMD East and West. The information is available for analysis by all DCMC employees through the use of PowerPlay and Impromptu. PowerPlay cubes and Impromptu catalogs are posted to the DCMC file server. Instructions for accessing and downloading the files are posted to the DCMC Web page.

7. Figure 2 below shows the relationship of each metric to the top-level metrics (The Rights). Metrics that appear in bold text are the top level metrics. Metrics that appear in normal text are complementary or feeder metrics.

Top Seven Metrics Relationship Matrix

Metrics Name	Metric Number	Right Item	Right Time	Right Price	Right Advice	Right Reception	Right Efficiency	Right Talent
New Early CAS Actions	1.2.3				x			
Repeat Requests for Early CAS	1.2.3.1				x			
Single Process Initiative	1.2.4				x			
Service Standard Survey Results	1.3.1				x			
Return on Investment Ratio	1.4.1			x				
Training Hours per Employee	1.8.1							x
Percent Courses Completed	1.8.1.1							x
Percent DAWIA Certified	1.8.1.2							x
Percent DAU Quotas Used	1.8.1.3							x
Completeness of the CAL	2.1.1.2				x			
Preaward Survey Timeliness	2.1.2				x			
Contractor Segments Covered by FPRAs	2.2.1.1			x				
Negotiation Cycle Time	2.2.2			x				
Overage UCAs On-Hand	2.2.2.1			x				
Amount of Property LDD	3.2.1			x				
Packaging Discrepancies/1K Shipments	3.4.1	x						
Shipping Document Cycle Time	3.5.2		x					
Percent Schedules On-Time	3.7.1		x					
Delay Forecast Coverage	3.7.1.1				x			
Delay Forecast Accuracy	3.7.1.2				x			
Percent Conforming Items	3.7.1.3	x						
Customer Priority List	3.7.2		x					
Delay Forecast Timeliness	3.7.2.1				x			
ECPs /1K Contracts	3.10.1	x						
M/C RFWs/RFD's per 1,000 Contracts	3.10.1.1	x						
Software Recommendations Adopted	3.10.1.6				x			
Class I ECP Cycle Time	3.10.2.2		x					
ACAT Program Surveys	3.11.1.1					x		
Trailer Card Responses	3.11.1.2					x		
Cost Overruns on Major Programs	3.12.1.4			x				
Schedule Slippage on Major Programs	3.12.2.1		x					
Termination Cycle Time	4.1.2						x	
Percent Overage	4.2.2.2						x	

Figure 2

1.0 General *Management*

1.1 Demographics

Metric Operational Definitions:

1.1.1 Prime Contracts On-Hand

Definition: The quantity of contracts assigned for primary administration at the end of the report period.

Population: The population of contracts to be included are all open prime contracts assigned to the contract administration office at the end of the report period regardless of the type, i.e., firm fixed price, cost, etc.

Computation: The sum of all prime contracts on-hand at the contract administration office at the end of the report period.

Stratification: The quantity of contracts on-hand is stratified by District, CAO, Customer, Buying Activity, Contractor, Team, CAR Part, CAR Section, and Contract Kind and Type.

1.1.2 Obligated Amount of Prime Contracts On-Hand

Definition: The obligated dollar amount of prime contracts assigned for administration at the end of the period.

Population: The population of contracts to be included are all open prime contracts assigned to the contract administration office at the end of the period regardless of the type, i.e., firm fixed price, cost, etc. This is the same population of contracts included in 1.1.1 above.

Computation: The sum of the obligated dollar amounts of all prime contracts on-hand at the end of the report period.

Stratification: The obligated dollar amount of contracts on-hand is stratified by District, CAO, Customer, Buying Activity, Contractor, Team, CAR Part, CAR Section, and Contract Kind and Type.

1.1.3 Unliquidated Amount of Prime Contracts On-Hand

Definition: The unliquidated dollar amount of open prime contracts assigned for administration at the end of the period.

Population: The population of contracts to be included are all open prime contracts assigned to the contract administration office at the end of the report period regardless of the type, i.e., firm fixed price, cost, etc. This is the same population of contracts included in 1.1.1 above.

Computation: The sum of the unliquidated dollar amounts of all prime contracts on-hand at the end of the report period.

Stratification: The unliquidated dollar amount of contracts on-hand is stratified by District, CAO, Customer, Buying Activity, Contractor, Team, CAR Part, CAR Section, and Contract Kind and Type.

1.1.4 Supervisory Ratio

Definition: The ratio of non-supervisory civilian employees to civilian supervisors.

Population: All civilian employees on-board at the end of the quarter.

Source: The data required to populate this metric resides in the Defense Business Management System (DBMS). *(Note: Source will change to the Defense Civilian Personnel Data System (DCPDS).*

Computation: The supervisory ratio is calculated by dividing the quantity of non-supervisory employees in the population by the quantity of supervisory employees in the population. *Note: Supervisory employees are identified in DBMS by codes 1, 2, 4, 5, and 6 in the supervisory code field. Non-supervisory employees are identified by code 8 in the supervisory code field.*

Stratification: District, CAO, and Team stratify Supervisory ratio. *Note: Information is managed at CAO level and above.*

Desired Outcome: The desired outcome is continuous improvement of the process so the ratio of civilian employees to supervisors is increased to 13:1 or greater.

Data Input Instructions: None. Data is extracted from DBMS quarterly.

Frequency: Quarterly.

Data Elements:

Employees - The quantity of civilian employees on-board at the contract administration office at the end of the quarter who are identified in DBMS by an '8' in the supervisory code field.

Supervisors - The quantity of civilian employees on-board at the contract administration office at the end of the quarter who are identified in DBMS by codes 1, 2, 4, 5, and 6 in the supervisory code field.

1.1.5 High Grades

Definition: The quantity of civilian employees in grades 14 and above.

Population: All civilian employees on-board at the end of the quarter.

Source: The data required to populate this metric resides in the Defense Business Management System (DBMS).

Computation: The absolute quantity of high-grade civilian employees is calculated by totaling the quantity of civilian employees in grades 14, 15, and SES.

Stratification: The quantity of high-grade civilian employees is stratified by District, CAO, and Team. *Note: Information is managed at District level and above.*

Desired Outcome: The desired outcome is continuous improvement of the process so that the quantity of high grade civilian employees is reduced to 502.

Data Input Instructions: None. Data is extracted from DBMS quarterly.

Frequency: Quarterly.

Data Elements:

High Grades - The quantity of civilian employees on-board at the contract administration office at the end of the quarter that is at grade 14 and above.

1.1.6 Contractors Assigned Prime Contracts

Definition: The quantity of contractors under the cognizance of the contract administration office who have open prime contracts on-hand at the end of the period.

Population: Contractors to be included are all contractors under the cognizance of the contract administration office at the end of the period who have at least one open prime contract on-hand at the end of the period. *Note: For contractors who are assigned more than one Cage Code, count each CAGE Code as a separate contractor.*

Computation: The sum of all contractors who have open prime contracts on-hand at the end of the period.

Stratification: The quantity of contractors who have open prime contracts on-hand is stratified by District, CAO, and Team.

1.1.7 On-Board Strength

Definition: The quantity of personnel employed by the contract administration office at the end of the period.

Population: All military and civilian employees, part-time as well as full-time, of the contract administration office on the last day of the period.

Source: The data required to populate this metric resides in the Defense Business Management System (DBMS). *(Note: Source will change to the Defense Civilian Personnel Data System (DCPDS).*

Computation: None. The absolute quantity of people who are on the employment roles of the contract administration office at the end of the period.

Stratification: The on-board strength is stratified by District, CAO, and Type, i.e., Military or Civilian.

Data Input Instructions: None. Data is extracted from DBMS quarterly.

Frequency: Quarterly.

1.1.8 Contract Management Efficiency

Note: Metric is temporarily retired while a new definition is developed.

1.1.9 Facilities

Definition: The quantity of DCMC Operating locations that exceed the DoD authorization of 130 square feet of office space per employee.

Population: All DCMC Operating locations.

Source: Data to populate this metric resides in General Services Administration (GSA) leases and Installation Support Agreements (ISAs).

Computation: To determine if an operating location exceeds the DoD authorization of 130 square feet of office space per employee, divide the quantity of square feet of useable office space at the operating location at the end of the calendar year by the quantity of employees assigned to the operating location at the end of the calendar year. If the result is greater than 130, the operating location exceeds the authorization.

Stratification: The quantity of operating locations that exceed the DoD authorization is stratified by District and CAO.

Desired Outcome: The desired outcome is continuous improvement of the process so that the quantity of locations that are not in compliance with the DoD authorization of 130 square feet of office space per employee is reduced to zero.

Data Input Instructions: None.

Data Elements:

Employees - The absolute quantity of civilian and military employees on-board at the operating office at the end of the calendar year.

Useable Square Feet - The absolute quantity of square feet of office useable office space at the operating location at the end of the calendar year. *Note: Useable square feet is determined by subtracting the quantity of square feet of office space for special use from the total quantity of square feet of office space.*

Operating Location - A site where one or more DCMC employees occupies space which is identified in a GSA lease or in an ISA.

1.1.10 Equal Employment Opportunity

Note: Metrics and supporting database are in development.

Data Constraints:

None.

Process Owner:

Business Management and Analysis Team, AQBF, (703) 767-2436.

1.2 Initiatives

Metric Operational Definitions:

1.2.1 Process Improvement Cost Savings and Avoidances

Definition: Cost savings is the dollar amount that contract values have been reduced, or the amount returned to the government as a result of DCMC participation in process improvement activities. *Note: Cost savings result after contract award and require a modification reducing contract value, collection of a check, or a reduction in outlays.* Cost avoidance is the amount government cost would have been higher were it not for DCMC's participation in process improvement activities.

Population: All negotiated cost savings and estimated cost avoidances resulting from tangible process improvements completed by the contract administration office during the period. Included are benefits that resulted from system reviews where the process improvements that were recommended and adopted went beyond correcting contractual non-compliances; demonstrated process improvements resulting from teaming with contractors; and any contractor process change that was initiated as a Continuous Improvement Opportunities (CIOs).

Computation: Monthly cost savings and avoidances are based on the delta increase in benefits from one month to the next, i.e., the growth recorded by the contract administration office during the month. Calculate acquisition cost savings and avoidances in current year dollars over a period not to exceed the active life of the longest existing contract, or three years, whichever comes first, influenced by a process improvement. Calculate DCMC related cost savings and avoidances in current year dollars as supported by Performance Labor and Accounting System actual data and trend information. *Notes: Cost savings are reported as they are realized. Cost avoidances are reported on a one-time basis, however, additional amounts may be reported when they are identified. Parametric models to facilitate the calculation of monetary benefits have been distributed under separate cover.*

Stratification: Process Improvement Cost Savings and Avoidances are stratified by District and CAO.

Desired Outcome: The desired outcome is continuous improvement of the process so that DCMC continues to achieve additional cost savings and avoidances through process improvement activities.

Data Elements:

Note: The following data elements are also components of the Return on Investment (ROI) Ratio.

Cost Savings - The dollar amount that contract values have been reduced and money returned, or money returned to the government as a result of DCMC participation in process improvement activities including those savings resulting from Continuous Improvement Opportunities (CIOs). *Note: Process improvements cost savings occur when a contract modification is negotiated which*

results in a reduction in the Government's operating costs. Recognize and report these savings on a one-time basis when the modification is executed, a check is received, etc.

Cost Avoidance - The dollar amount contractor expense and the anticipated Government cost would have been higher were it not for DCMC's participation in process improvement activities, including those avoidances resulting from Continuous Improvement Opportunities (CIO's). *Note: Calculate process improvement cost avoidance in current year dollars over a period not to exceed the life of the longest existing contract, or three years, whichever comes first. Cost avoidances are reported on a one-time basis, however, additional amounts may be reported when they are identified.*

1.2.2 FEDCAS Activity

Definition: The amount of contract administration office activity involving non-DoD delegations quantified by the quantity of delegations, obligated amount, and reimbursable hours earned.

Population: All non-DoD delegations on-hand at the contract administration office at the end of the period.

Source: Data to populate the FEDCAS metrics resides in the Defense Contract Administration Reimbursable Reporting System (DCARRS), report number UCNA440C, Non-DoD Metrics.

Computation: The total quantity of non-DoD delegation on-hand is equal to the quantity in the population. The obligated amount of non-DoD delegations on-hand is the sum of the obligated amounts of each non-DoD delegation on-hand at the contract administration office at the end of the period. The total quantity of reimbursable hours earned is the sum of all reimbursable hours earned by the contract administration office during the period.

Stratification: FEDCAS activity is stratified by District, CAO, and Customer.

Desired Outcome: The desired outcome is to understand the quantity of DCMC resources devoted to non-DoD delegations.

Data Input Instructions: None. Data is gathered by DCARRS.

Data Elements:

NASA Delegations - The quantity of NASA delegations on-hand at the contract administration office at the end of the period, regardless of type, for which a document control number has been assigned in DCARRS, i.e., quality only, property administration, contract closeout, etc.

Obligated Amount of NASA Delegations - The obligated amount of all NASA delegations on-hand at the contract administration office at the end of the period, regardless of type, for which a document

control number has been assigned in DCARRS, i.e., quality only, property administration, contract closeout, etc.

NASA Reimbursable Hours Earned - The quantity of non-DoD reimbursable hours reported into DCARRS by the contract administration office against NASA delegations during the period.

Other Federal Agency Delegations - The quantity of other federal agency delegations on-hand at the contract administration office at the end of the period, regardless of type, for which a document control number has been assigned in DCARRS, i.e., quality only, property administration, contract closeout, etc.

Obligated Amount of Other Federal Agency Delegations - The obligated amount of all other federal agency delegations on-hand at the contract administration office at the end of the period, regardless of type, for which a document control number has been assigned in DCARRS, i.e., quality only, property administration, contract closeout, etc.

Other Federal Agency Reimbursable Hours Earned - The quantity of non-DoD reimbursable hours reported into DCARRS by the contract administration office against other federal agency delegations during the period.

Foreign CAS Delegations - The quantity of foreign contract administration services delegations on-hand at the contract administration office at the end of the period, regardless of type, for which a document control number has been assigned in DCARRS, i.e., quality only, property administration, contract closeout, etc.

Obligated Amount of Foreign Delegations - The obligated amount of all foreign delegations on-hand at the contract administration office at the end of the period, regardless of type, for which a document control number has been assigned in DCARRS, i.e., quality only, property administration, contract closeout, etc.

Foreign CAS Reimbursable Hours Earned - The quantity of non-DoD reimbursable hours reported into DCARRS by the contract administration office against foreign contract administration services delegations during the period.

1.2.3 New Early CAS Actions

Definition: The quantity of new Early CAS actions on-hand at the contract administration office at the end of the period.

Population: All Early CAS actions in process at the contract administration office at the end of the period.

Computation: The quantity of new Early CAS actions is determined by subtracting the quantity of actions in process at the contract administration office at the end of the previous period from the quantity of actions in the population and adding the remainder to the quantity of actions completed during the period.

Stratification: New Early CAS Actions are stratified by District, CAO, and Type Action (Acquisition Strategy and Planning, RFP Development or Contract Structuring, Source Selection, Sole Source Preaward Teaming, and Other). When the Automated Metrics System is deployed, stratification will expand to include Service, Buying Activity, and Program.

Desired Outcome: The desired outcome is continuous improvement of the process so that quantity of Early CAS Acquisition Planning and RFP Review Participation actions increase by 20 percent compared to the FY97 result.

Data Elements:

Acquisition Strategy and Planning Actions In Process - The quantity of acquisitions for which the contract administration office is providing ongoing acquisition strategy and planning support, either continuously or periodically, at the end of the period. *Note: Acquisition strategy and planning support is activity which provides substantive acquisition or contracting insight, including lessons learned, as input to the acquisition strategy and planning process. Typical activities include review of acquisition/contracting plans and support at acquisition strategy and planning meetings.*

Acquisition Strategy and Planning Actions Completed - The quantity of acquisitions for which the contract administration office completed acquisition strategy and planning support during the period.

RFP Development or Contract Structuring Actions In Process - The quantity of RFP development, review, or contract structuring support efforts which are ongoing at the contract administration office at the end of the period.

RFP Development or Contract Structuring Actions Completed - The quantity of RFP development, review, or contract structuring support efforts completed by the contract administration office during the period.

Source Selection Action In Process - The quantity of source selection support efforts which are ongoing at the contract administration office at the end of period. *Note: Source selection support efforts include serving on the Source Selection Advisory Council (SSAC) or Source Selection*

Evaluation Board (SSEB), evaluating contractor proposals, and supporting performance risk assessment. Contractor management system evaluations, e.g., Software Capability Evaluations, Quality System Evaluations, etc., performed in support of ongoing or future source selections are included in this category.

Source Selection Action Completed - The quantity of source selection support efforts that are completed by the contract administration office during the period.

Sole Source Preaward Teaming Actions In Process - The quantity of sole source acquisitions for which the contract administration office is providing ongoing preaward teaming support at the end of the period. *Note: Preaward teaming support involves the following preaward actions: Requirements determination or clarification; RFP development or review; Proposal analysis and fact-finding; Establishing a negotiation position; and Negotiations support. Examples are IPT Pricing, Integrated Should Cost and Alpha Contracting.*

Sole Source Preaward Teaming Actions Completed - The quantity of sole source acquisitions for which the contract administration office completed its preaward teaming support effort during the period.

Other Actions In Process - The quantity of other Early CAS support actions which are ongoing at the contract administration office at the end of the period.

Other Actions Completed - The quantity of other Early CAS support actions completed by the contract administration office during the period. *Note: An example of an other Early CAS action is performance of a market analysis.*

1.2.4 Single Process Initiative (SPI)

Definition: The percentage of processes submitted that result in a block change contract modification.

Population: The total quantity of processes submitted during the course of the Single Process Initiative. *Note: Processes that are submitted and then withdrawn are not included in this count.*

Source: The data required to populate this metric resides in the SPI database.

Computation: The percentage of processes submitted that result in a block change is calculated by dividing the quantity of processes in the population that result in a block change by the total quantity of processes in the population and multiplying the result by 100.

Stratification: None.
Desired Outcome: To ensure that all processes submitted result in a timely block change modification.

Data Input Instructions: None. Data to populate this metric is gathered in the SPI database.

Data Elements:

Processes Submitted - The total quantity of processes submitted within contractor concept papers received by the contract administration office during the course of the Single Process Initiative. *Note: Processes that are submitted and then withdrawn are not included in this count.*

Block Change Modifications - The total quantity of block change contract modifications issued by the contract administration office during the course of the Single Process Initiative.

Data Constraints:

None.

Process Owner:

Business Development/Marketing Team, AQBB, (703) 767-2420.

Contractor Capability and Proposal Analysis Team, AQOD, 703-767-3384 (For Performance Improvement and Early CAS).

Contract Payment and Business Practices Team, AQOC, (703) 767-7306 (For Single Process Initiative).

1.3 Service Standards

Metric Operational Definitions:

1.3.1 Service Standard Survey Results

Definition: Measures DCMC's responsiveness to customer requests by calculating the percent of internal service standard survey questions answered affirmatively during the period.

Population: The total quantity of internal service standard survey questions answered during the period.

Source: The data required to populate this metric resides in locally established logs and registers. *Note: DCMC Headquarters results are contained in a spreadsheet file maintained by AQOA.*

Computation: The percent of internal service standard survey questions answered affirmatively during the period is calculated by dividing the quantity of survey questions in the population that were answered affirmatively by the total quantity of survey questions in the population and multiplying the result by 100. *Note: Each DCMC District surveys at least 10 CAOs at random during each period.*

Stratification: The percent of internal service standard survey questions answered affirmatively during the period is stratified by District.

Desired Outcome: The desired outcome is improved responsiveness to customer requests.

Data Input Instructions: None. Each DCMC District and DCMC Headquarters maintains its own spreadsheet file.

Data Elements:

Survey Questions - The total quantity of internal service standard survey questions that were answered yes or no during the period. *Note: This is the quantity of questions not the quantity of surveys.*

Affirmative Responses - The total quantity of internal service standard survey questions that were answered yes during the period.

Data Constraints:

None.

Process Owner: Customer Support Team, AQIA, (703) 767-2384.

1.4 Return on Investment

Metric Operational Definitions:

1.4.1 Return on Investment Ratio

Definition: The relationship of amounts saved and avoided to the amount expended to operate the command.

Population: All amounts saved, avoided, and expended during the month.

Computation: The ratio is calculated by dividing the sum of all return on investment amounts saved and avoided during the period by the total operating costs expended during the period

Stratification: The ratio is stratified by District and CAO.

Desired Outcome: The desired outcome is continuous improvement of the process so that the ratio of savings and avoidances over expenditures increases by 10 percent compared to the FY97 result.

Data Elements:

Contracting Officer Price Negotiations The amount saved and avoided as the result of contracting officer price negotiations for the acquisition of supplies and services completed during the month (See metric 2.2.1).

Terminations Contracting Officer Negotiations - The amount saved as the result of Terminations Contracting Officer settlement negotiations completed during the month (See metric 4.1.1).

Process Improvements - Cost savings is the dollar amount that contract values have been reduced, or the amount returned to the government as a result of DCMC participation in process improvement activities Acquisition and DCMC operating cost avoidance is the amount government cost would have been higher were it not for DCMC's participation in process improvement activities *(See metric 1.2.1).*

Final Overhead Rates - The amount saved as the result of negotiation in the settlement of final overhead rates during the month *(See metric 4.4.1.1).*

Cost Accounting Standards - The amount saved as the result of settling cost accounting standards non-compliances issues during the month *(See metric 2.2.1.3).*

Voluntary Refund Actions - The total amount of voluntary refunds made by contractors to the contract administration office during the month (See metric 2.2.2.2).

Unauthorized Use of Government Property - The dollar amount of reimbursement checks received by the contract administration office during the month as compensation for the unauthorized use of Government property (See metric 3.2.1.3).

Government Property Reutilization - The acquisition cost of all Government property reutilized as the result of plant clearance actions through redistribution to the Army, Navy, Air Force, and other DoD agencies, NASA, and other Government agencies (See metric 4.3.1.1).

Contractor Insurance Pension Reviews - The amount saved and avoided as the result of settling cost issues identified in CIPR reports during the month *(See metric 2.2.1.4).*

Product Noncompliances - The cost of all rework or repair to products classified as unusable to the customer and reported by a Corrective Action Request (CAR) which resulted from either an in-process or end item product audit (See metric 3.7.1.4).

Litigation - The dollar amount saved or returned to the Government as the result of court or administrative judgments or negotiated settlements of legal proceedings arising out of a DCMC action (See metric 4.5.1).

Total Operating Costs - The total of appropriated and reimbursable funds allocated to DCMC to pay for all labor and non-labor costs for the fiscal year.

1.5 Performance Assessment

Metric Operational Definitions:

1.5.1 Internal Operational Assessments

Definition: The percentage of scheduled Internal Operational Assessments (IOAs) conducted during the fiscal-year-to-date.

Population: All IOAs scheduled to be conducted during the current fiscal year.

Source: Data required to populate this metric is maintained by the DCMC Performance Assessment Team.

Computation: The percentage of scheduled Internal Operational Assessments (IOAs) conducted is calculated by dividing the quantity of IOAs conducted during the fiscal-year-to-date by the total quantity of IOAs in the population and multiplying the result by 100.

Stratification: None.

Desired Outcome: The desired outcome is continuous improvement of the process so that all IOAs are accomplished as scheduled.

Data Elements:

IOAs Scheduled - The quantity of DCMC offices scheduled to have an IOA conducted during the current fiscal year.

IOAs Conducted - The quantity of IOAs performed during the fiscal-year-to-date.

1.5.1.1 Unit Self Assessments

Definition: The percentage of DCMC organizations that have conducted a Unit Self-Assessment during the current fiscal year.

Population: All DCMC organizational elements. *Note: This includes Contract Administration Offices, District Headquarters, DCMC Headquarters, and other organizational entities, e.g., Industrial Analysis Support Office, etc.*

Source: Data required to populate this metric currently resides in locally established logs and registers.

Computation: The percentage of DCMC organizations that have conducted a Unit Self Assessment during the current fiscal year is calculated by dividing the quantity of organizational elements in the population that have conducted a USA during the fiscal-year-to-date by the quantity of organizational elements in the population and multiplying the result by 100.

Stratification: The percentage of DCMC organizations that have conducted a Unit Self-Assessment during the current fiscal year is stratified by District and CAO.

Desired Outcome: The desired outcome is continuous improvement of the process so that all organizational elements conduct a USA annually.

Data Elements:

Organizational Elements - The total quantity of DCMC organizational elements required to perform a USA annually. *Note: This includes Contract Administration Offices, District Headquarters, DCMC Headquarters, and other organizational entities, e.g., Industrial Analysis Support Office, etc.*

USA's Conducted - The quantity of DCMC organizational elements that have conducted a USA during the fiscal-year-to-date.

1.5.1.2 Management Control Reviews

Definition: The percentage of scheduled Management Control Reviews (MCRs) conducted during the fiscal-year-to-date.

Population: All MCRs scheduled to be conducted during the current fiscal year.

Source: Data required to populate this metric currently resides in locally established logs and registers.

Computation: The percentage of scheduled MCRs conducted is calculated by dividing the quantity of MCRs conducted during the fiscal-year-to-date by the total quantity of MCRs in the population and multiplying the result by 100.

Stratification: The percentage of scheduled MCRs conducted during the fiscal-year-to-date is stratified by District and CAO.

Desired Outcome: The desired outcome is continuous improvement of the process so that all MCRs are accomplished as scheduled.

Data Input Instructions: None.

Data Elements:

MCRs Scheduled - The quantity of MCRs scheduled to be conducted during the current fiscal year.

MCRs Conducted - The quantity of MCRs conducted during the fiscal-year-to-date.

1.5.2 Annual Statements of Assurance

Definition: The percentage of DCMC organizational elements that submit their Annual Statement of Assurance (ASA) in a timely manner.

Population: All DCMC organizational elements. *Note: This includes Contract Administration Offices, District Headquarters, DCMC Headquarters, and other organizational entities, e.g., Industrial Analysis Support Office, etc.*

Source: Data required to populate this metric currently resides in locally established logs and registers.

Computation: The percentage of DCMC organizational elements that submitted timely ASAs is calculated by dividing the quantity of organizational elements in the population that submitted a timely ASA by the total quantity of organizational elements in the population an multiplying the result by 100.

Stratification: The percentage of DCMC organizations that submitted timely ASAs is stratified by District, CAOs, and HQ Business Area.

Desired Outcome: The desired outcome is continuous improvement of the process so that all organizational elements submit timely ASAs.

Data Elements:

Organizational Elements - The total quantity of DCMC organizational elements required to submit an annual statement of assurance. *Note: This includes Contract Administration Offices, District Headquarters, DCMC Headquarters Business Areas, and other organizational entities, e.g., Industrial Analysis Support Office, etc.*

Timely ASAs - The quantity of DCMC organizational elements that submit timely ASAs during the current fiscal year. *Note: CAO ASAs are considered timely if they arrive at the District on or before August 1st. District ASAs are considered timely if they arrive at the Headquarters on or before August 31st. Headquarters' Business Area ASAs are considered timely if they arrive at the Business Office on or before September 15th. The DCMC ASA is considered timely if it arrives at DLA Headquarters by October 1st.*

Data Constraints:

None.

Process Owner:

Performance Assessment Team, AQBC, (703) 767-2410

1.6 Labor Relations

Metric Operational Definitions:

1.6.1 Partnership Agreements

Definition: The quantity of DCMC organizations that have a partnership agreement in effect.

Population: All DCMC organizations that have the opportunity to establish a local partnership agreement.

Source: Data currently resides in locally established logs and registers.

Computation: The quantity of DCMC organizations that have a partnership agreements in effect is calculated by subtracting the quantity of organizations in the population that have a partnership agreement in effect from the total quantity of organizations in the population.

Stratification: The quantity of DCMC organizations that have partnership agreements in effect is stratified by District.

Desired Outcome: The desired outcome is continuous improvement of the process so that all DCMC organizations have partnership agreements in effect.

Data Input Instructions: None. *Note: An interim data collection method requires DCMC District offices to provide the information to AQBF each month.*

Data Elements:

DCMC Organizations - The total quantity of DCMC organizations that have the opportunity to establish a local partnership agreement.

Partnership Agreements - The quantity of DCMC organizations that have a local partnership agreement in effect.

1.6.1.1 Collective Bargaining Agreements

Definition: The quantity of DCMC organizations that have a collective bargaining agreement in effect.

Population: All DCMC organizations that have the opportunity to establish a local collective bargaining agreement.
Source: Data currently resides in locally established logs and registers.

Computation: The quantity of DCMC organizations that have collective bargaining agreements in effect is the sum of all organizations in the population that have a collective bargaining agreement in effect.

Stratification: The quantity of DCMC organizations that have collective bargaining agreements in effect is stratified by District.

Desired Outcome: The desired outcome is continuous improvement of the union participation is increased.

Data Input Instructions: None. *Note: An interim data collection method requires DCMC District offices to provide the information to AQBF each month.*

Data Elements:

DCMC Organizations - The total quantity of DCMC organizations that have the opportunity to establish a local labor union agreement.

Union Agreements - The quantity of DCMC organizations that have a local labor union agreement in effect.

1.6.1.2 Unfair Labor Practices (ULPs)

Definition: The quantity of unfair labor practices cases with final decision against DCMC.

Population: The total quantity of ULPs with decisions rendered against DCMC during the fiscal year.

Source: Data currently resides in locally established logs and registers.

Computation: The sum of all ULPs with final decision rendered against DCMC.

Stratification: The quantity of ULPs is stratified by District and CAO.

Desired Outcome: The desired outcome is continuous improvement of the process so that no ULP decisions are rendered against DCMC.

Data Input Instructions: None. *An interim data collection method requires DCMC District offices to provide the information to AQBF each month.*

Data Element:

ULPs - The total quantity of Unfair Labor Practices cases with final decision rendered against DCMC. *Note: ULPs are actions specified in 5 USC 7116 which management and unions must avoid in dealing with each other or with employees.*

1.6.1.3 Grievances

Definition: The quantity of union grievances with arbitration decisions rendered against DCMC

Population: The total quantity of union grievances with arbitration decisions rendered against DCMC during the fiscal year.

Source: Data currently resides in locally established logs and registers.

Computation: The sum of all union grievances with arbitration decisions rendered against DCMC

Stratification: The quantity of grievances is stratified by District and CAO.

Desired Outcome: The desired outcome is continuous improvement of the process that no union grievances have arbitration decisions rendered against DCMC.

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Data Input Instructions: None. *An interim data collection method requires DCMC District offices to provide the information to AQBF each month.*

Data Element:

Union Grievances - The total quantity of union grievances with arbitration decisions rendered against DCMC. *Note: Union grievance means any complaint by any labor organization concerning any matters relating to the employment of an employee or concerning (i) the effect or interpretation, or a claim of breach, or of collective bargaining agreement; or (ii) any claimed violation, misinterpretation, or misapplication of any law, rule, or regulation affecting conditions of employment; 5 USC 7103(9).*

Data Constraints:

None.

Process Owner:

Business Management and Analysis Team, (703) 767-2456.

1.7 Reserved

1.8 Training

Metric Operational Definitions:

1.8.1 Training Hours/Employee

Definition: The average annual quantity of training hours received per DCMC employee during the fiscal-year-to-date compared to the Industry benchmark of 84 hours per year per employee.

Population: All hours of training received by all DCMC employees during the current fiscal year.

Source: Data to populate this measure resides in the Performance Labor Accounting System (PLAS).

Computation: The average annual quantity of training hours received per DCMC employee during the fiscal-year-to-date is calculated by dividing the quantity of training hours in the population by the quantity of full time, civilian employees on-board at the end of the period.

Stratification: average annual quantity of training hours received per DCMC employee during the fiscal-year-to-date is stratified by District and CAO.

Desired Outcome: The desired outcome is continuous improvement of the process so that the average annual quantity of training hours received per DCMC employee during the fiscal-year-to-date is equal to or greater than the industry benchmark.

Data Elements:

Training Hours - The quantity of hours charged to PLAS Process Code 217 during the fiscal-year-to-date.

Employees On-Board - The total quantity of full time, civilian employees on-board at the end of the period.

1.8.1.1 Percent Courses Completed

Definition: The percentage of training needs listed on individual development plans that are completed at the end of the period.

Population: All training courses listed on the individual development plans of all employees at the end of the period.

Computation: The percent training completed is determined by dividing the quantity of training courses in the population that have been completed by the total quantity of training courses in the population and multiplying the result by 100.

Stratification: The percent training completed is stratified by District and CAO. When the Automated Metrics System Training Application is enhanced, stratification will expand to include Mandatory/Non-Mandatory, Course, Venue, and Provider.

Desired Outcome: The desired outcome is continuous improvement of the process so the percentage of training needs listed on individual development plans that are completed at the end of the fiscal year increases to 80 percent.

Data Elements:

Courses Listed - The total quantity of courses listed on the individual development plans of all employees on-board at the contract administration office at the end of the period.

Courses Completed - The total quantity of courses listed on the individual development plans of all employees on-board at the contract administration office that were completed at the end of the period.

1.8.1.2 Percent DAWIA Certified

Definition: The percentage of DCMC Acquisition Workforce employees certified at the appropriate level.

Population: All civilian, acquisition workforce employees on-board at the end of the period.

Source: Data currently resides in locally established logs and registers. When the Automated Metrics System Training Application is enhanced, the data will reside in the DCMC Information Warehouse.

Computation: The percentage of DCMC Acquisition Workforce employees certified at the appropriate level is calculated by dividing the quantity of employees in the population who are certified at the appropriate level by the total quantity of employees in the population and multiplying the result by 100.

Stratification: The percentage of DCMC Acquisition Workforce employees certified at the appropriate level is stratified by District and CAO.

Desired Outcome: The desired outcome is continuous improvement of the process so the percentage of DCMC Acquisition Workforce employees certified at the appropriate level increases to 90 percent.

Data Elements:

Acquisition Workforce Employees - The quantity of civilian employees on-board at the contract administration office at the end of the period who requires DAWIA certification as specified in DoD 5000.52M.

Certified Employees - The quantity of civilian, acquisition workforce employees who are certified at a level commensurate with their current job assignment.

1.8.1.3 Percent DAU Quotas Used

Definition: The percentage of training spaces allocated that are used during the fiscal-year-to-date.

Population: All training spaces allocated per fiscal year.

Source: Data currently resides in the Army Training Requirements and Resources System (ATRRS).

Computation: The percentage of DAU quotas used is calculated by dividing the quantity of spaces in the population that were filled by an employee who graduated the course by the total quantity of spaces in the population and multiplying the result by 100.

Stratification: The percentage of DAU quotas used is stratified by District and CAO.

Data Elements:

Training Spaces Allocated - The total quantity of DAU training spaces allocated to DCMC for use during the current fiscal year.

Graduates - The quantity of DCMC employees who graduate a DAU course during the fiscal-year-to-date.

Data Constraints:

None.

Process Owner:

Workforce Strategy Team, AQBG, (703) 767-2353.

2.0 *PreAward*

2.1 PreAward Surveys

Purpose: Preaward surveys are requested by buying activities that do not have sufficient evidence to determine whether or not an offeror is responsible. A preaward survey by the cognizant Contract Administration Office (CAO) evaluates the offeror's capability in specific areas unknown to the buying activity, e.g., financial capability. Based on evaluations conducted by the CAO during the course of the preaward survey, a recommendation for award, partial award, or no award is submitted to the buying activity. Although buying activities are not bound by the CAO's recommendation, award decisions most often agree with award recommendations. It is therefore extremely important that recommendations for award are only made to those offerors who are then able to perform in accordance with the *original terms of the resulting contract.* It is also extremely important that preaward survey recommendations are rendered in sufficient time so that they do not delay award decisions. An important aspect of the preaward survey process is the Contractor Alert List (CAL). The DCMC publishes the CAL monthly to help buying activities identify chronic poor performers and offerors currently experiencing performance problems. The CAL guidance requests buying activities to contact cognizant Preaward Survey Managers prior to making awards to CAL contractors

Metric Operational Definitions:

2.1.1 Reserved

2.1.1.1 Reserved

2.1.1.2 Completeness of the CAL

Definition: The percentage of contractors having poor past performance records that are listed on the CAL.

Population: All contractors with past performance statistics, which are equal to or greater than 12 contracts completed **and** a 35 percent delinquency rate. *(Note: The delinquency rate is determined by dividing the quantity of contracts completed delinquent during the previous 12 months by the total quantity of contracts completed during the previous 12 months).*

Source: Data to populate the metric resides in the Mechanization of Contract Administration Services (MOCAS) system and the CAL.

Computation: The percentage is computed by dividing the quantity of contractors listed on the CAL by the quantity of contractors in the population and multiplying the result by 100.

Stratification: The percentages are stratified by District, CAO, and Team.

Desired Outcome: The desired outcome is continuous improvement of the process so that 98 percent or more of all chronic poor performers are identified on the CAL thus ensuring that buying activities are made aware of poor performing offerors and are advised to contact the cognizant Preaward Survey Manager prior to awarding new business. This normally will result in preaward survey recommendations for no award. Reducing the quantity of awards to chronic poor performers will significantly reduce contract administration costs, increase customer satisfaction, and satisfy military material requirements.

Data Elements:

CAL Contractors - The quantity of contractors listed on the contract administration office's Contractor Alert List at the end of the period.

Poor Performing Contractors - The quantity of contractors under the cognizance of the contract administration office at the end of the period who have completed 12 or more contracts during the previous 12 months **and** who have a delinquency percentage of 35 percent or higher.

2.1.2 PreAward Survey Timeliness

Definition: The percentage of preaward surveys completed on or before the original date required by the buying activity.

Population: All on-site preaward surveys completed and mailed during the period.

Computation: The percentage is computed by dividing the quantity of preaward surveys in the population which were completed and mailed on or before the date appearing in Block 10, Date Report Required, of Standard Form 1403, Preaward Survey of Prospective Contractor (General) by the total quantity of preaward surveys in the population and multiplying the result by 100.

Stratification: The percentages are stratified by District, CAO, Service, Buying Activity, Contractor, Team, Factors Evaluated, and Buying Activity participation.

Desired Outcome: The desired outcome is continuous improvement of the process so that 85 percent of surveys are completed by the original due date.

Data Elements:

On-Site Surveys Completed - The quantity of on-site preaward surveys that the contract administration office mailed during the period.

On-Site Surveys Completed By Original Due Date - The quantity of on-site preaward surveys mailed by the contract administration office during the period which were mailed on or before the original date required by the buying activity.

Data Constraints:

None.

Process Owner:

Contractor Capability and Proposal Analysis Team, AQOD, (703) 767-3384.

2.2 Price Negotiation

Purpose: To provide either an evaluation of a contractor's proposal for the procuring activity to negotiate or to perform both the evaluation and negotiation for the procuring activity. Proposals can be for new procurements, change orders, value engineering change proposals, engineering change proposals, etc.

Metric Operational Definitions:

2.2.1 Contracting Officer Price Negotiations Savings and Avoidances

Definition: The amount saved and avoided as the result of contracting officer price negotiations for the acquisition of supplies and services completed during the month.

Population: All price negotiations for the acquisition of supplies and services completed during the month. *Note: This includes price negotiations completed by the Administrative Contracting Officer (ACO), or the Procuring Contracting Officer (PCO) only if the PCO was supported by DCMC IPT Pricing participation (or similar concurrent team pricing approaches such as Alpha Contracting, One Pass, etc.). Do* ***not*** *include any subcontract pricing actions independently in this category since they are included in the prime contract negotiation results.*

Computation: Contracting officer price negotiations cost savings and avoidances are calculated by subtracting the amount negotiated from the amount proposed for all negotiations in the population.

Stratification: Contracting officer price negotiations cost savings and avoidances is stratified by District, CAO, Team, Service, Buying Activity, Contractor, Dollar Value, and Program.

Desired Outcome: To negotiate prices that are less than those proposed. *Note: It is understood that, because of the way this metric is calculated, streamlined contract pricing approaches, such as IPT Pricing, Alpha Contracting, One Pass, etc., will make it appear that less cost savings and avoidances are being achieved.*

Data Elements:

Note: The following data elements are also components of the Return on Investment (ROI) Ratio.

Price Negotiations Savings - The difference between the proposed amount and the negotiated amount for definitization of UCAs and equitable adjustments for Change Orders (i.e., negotiations to establish prices for work that typically begin under a not-to-exceed amount or ceiling price).

Price Negotiations Avoidances - The difference between the proposed amount and the negotiated amount for contracts and modifications awarded fully priced.

2.2.1.1 Percent of Contractor Segments Covered by FPRAs

Definition: The percentage of contractor segments requiring forward pricing rate reviews that have a forward pricing rate agreement in place.

Population: All contractor segments where the quantity or value of pricing actions would make forward pricing beneficial.

Computation: The percent of contractor segments covered by FPRAs is calculated by dividing the quantity of contractor segments that are covered by an FPRA by the quantity of contractor segments in the population.

Stratification: The percent of contractor segments covered by FPRAs is stratified by District, CAO, Type of FPRA/FPRR, FPRA/FPRR Element, Effective Date, Pricing Status, Contractor, Service, Buying Activity, ACO, PCO, and Amount of Sales.

Desired Outcome: To continually improve the FPRA/FPRR process so a minimum of 65 percent of beneficial segments is covered by FPRAs and all others are covered by FPRRs.

Data Elements:

Contractor Segments - The quantity of contractor locations or sites identified as having a sufficient quantity or value of pricing actions to make forward pricing beneficial. Included are service centers, corporate offices, and intermediate cost centers. *Note: Report the quantity of segments only not the quantity of FPRAs, e.g., if a contractor site has FPRAs covering labor, overhead, and G&A, the quantity of segments covered is one, not three.*

Segments Covered - The quantity of contractor segments, identified as beneficial segments, where at least one overhead, labor, or G&A FPRA was in place at the end of the period. *Note: An FPRA is a formal agreement supported by a price negotiation memorandum and signed by the ACO and the contractor. Report only those segments where at least one of the FPRAs are actually available for use in negotiations.*

2.2.1.2 Quantity of Price Negotiations

Definition: The quantity of **DCMC** price negotiations completed by the contract administration office during the period.

Population: All price negotiations for the acquisition of supplies and services completed by the contract administration office during the period. *Note: This includes definitization of undefinitized contract actions, equitable adjustments for change orders, negotiation of over and above work requests, issuance of fully priced delivery orders and other supplemental agreements requiring price negotiation. It does **not** include forward pricing rate agreements, negotiation of final overhead rates,*

cost accounting standards settlement agreements, price adjustments for defective pricing and similar efforts.

Computation: The quantity of price negotiations is the sum of all price negotiations included in the population. *Note: A price negotiation is not considered complete until the resultant contract modification or delivery order has been issued and the record closed in the AMS.*

Stratification: The quantity of price negotiations is stratified by District, CAO, Team, Service, Buying Activity, Contractor, Dollar Value, and Program.

Desired Outcome: Not applicable

Data Elements:

Price Negotiations Completed - The quantity of price negotiations completed by the contract administration office during the period. *Note: A price negotiation is not considered complete until the resultant contract modification or delivery order has been issued and the record closed in the AMS.*

2.2.1.3 Cost Accounting Standards (CAS) Noncompliance Savings

Definition: The amount saved as the result of settling cost accounting standards non-compliances issues during the month.

Population: All cost accounting standards non-compliances issues settled during the month.

Source: Data currently resides in the MOCAS Contract Audit Follow-Up System.

Computation: The amount saved is calculated by totaling the amount of money returned to the Government or the amount contract prices were reduced as the result of settling cost accounting standards non-compliance issues during the month.

Stratification: The amount saved as the result of settling cost accounting standards non-compliances issues is stratified by District and CAO.

Desired Outcome: To continuously improve the process so that DCMC continues to achieve cost savings as the result of settling CAS non-compliance issues.

Data Element:

Note: The following data element is a component of the Return on Investment (ROI) Ratio.

CAS Non-Compliance Savings - The total amount saved as the result of settling cost accounting standards non-compliance issues during the month.

2.2.1.4 Contractor Insurance Pension Review (CIPR) Savings and Avoidances

Definition: The amount saved and avoided as the result of settling cost issues identified in CIPR reports during the month.

Population: All CIPR issues settled during the month.

Computation: The amount saved is calculated by totaling the amount of money returned to the Government or the amount contract prices were reduced as the result of settling CIPR issues during the month. The amount avoided is calculated by subtracting the amount negotiated from the amount proposed for forward pricing actions relative to settlement of insurance pension cost issues during the month.

Stratification: The amount saved and avoided as the result of settling cost issues identified in CIPR reports during the month is stratified by District and CAO.

Desired Outcome: To continuously improve the process so that DCMC continues to achieve cost savings and avoidances as the result of settling cost issues identified in CIPR reports.

Data Elements:

Note: The following data elements are components of the Return on Investment (ROI) Ratio.

Insurance Pension Savings - The amount of money returned to the Government or the amount contract prices were reduced as the result of settling CIPR issues during the month.

Insurance Pension Avoidances - The difference between the proposed amount and the negotiated amount as the result of CIPR issues settled during the month.

2.2.2 Negotiation Cycle Time

Definition: The average quantity of days required by the contract administration office to complete price negotiation during the period.

Population: All price negotiations for the acquisition of supplies and services completed by the contract administration office during the period. *Note: This includes definitization of undefinitized contract actions, equitable adjustments for change orders, negotiation of over and above work requests, issuance of fully priced delivery orders and other supplemental agreements requiring price negotiation. It does **not** include forward pricing rate agreements, negotiation of final overhead rates, cost accounting standards settlement agreements, and price adjustments for defective pricing and similar efforts.*

Computation: Cycle time to complete an individual price negotiation is calculated by subtracting date the delivery order or modification was issued from the date the contractor's proposal was received. The average cycle time is calculated by adding the individual cycle times for all actions completed during the period and dividing the sum by the quantity of actions in the population.

Stratification: Negotiation cycle time is stratified by District, CAO, Service, Buying Activity, Contractor, and Team

Desired Outcome: To continually improve the process so that negotiation cycle time is significantly reduced.

Data Elements:

Price Negotiations Completed - The quantity of price negotiations completed by the contract administration office during the period. *Note: A price negotiation is not considered complete until the resultant contract modification or delivery order has been issued and the record closed in the AMS.*

Days to Negotiate - The quantity of days that elapse between the date the contractor's proposals is received and the date the delivery order or modification is issued by the contract administration office.

2.2.2.1 Overage Undefinitized Contract Actions (UCAs) On-Hand

Definition: The percent of UCAs on-hand at the contract administration office at the end of the period that is overage.

Population: The total quantity of UCAs on-hand at the contract administration office at the end of the period.

Computations: The percent of UCAs on-hand that are overage is calculated by dividing the quantity of UCAs on-hand that are overage by the quantity of UCAs in the population and multiplying the result by 100. *Note: To determine if a UCA is overage, subtract the date the UCA was issued from the date of the last day of the period. If the result is more than 180, the UCA is overage.*

Stratification: Overage UCAs on-hand is stratified by District, CAO, Service, Buying Activity, Contractor, Team, Type Action, and Dollar Value.

Desired Outcome: Continuous improvement of the process so the percentage of overage UCAs is 10 percent or less.

Data Elements:

UCAs On-Hand - The quantity of undefinitized contract actions assigned to the contract administration office to definitize that are not yet definitized at the end of the period. *Note: For the purposes of this metric, UCAs include change orders in addition to the actions identified in DFARS 217.7401(d).*

UCAs On-Hand >180 Days - The quantity of undefinitized contract actions assigned to the contract administration office to definitize that are not yet definitized at the end of the period where the elapsed time between the date the UCA was issued and the last day of the period is more than 180 days.

2.2.2.2 Voluntary Refund Actions

Definition: The total amount of voluntary refunds made by contractors to the contract administration office during the month**.**

Population: All voluntary refunds received by the contract administration office during the month. *Note: A voluntary refund is a payment or credit made by a contractor or subcontractor which is not required legally or contractually. They may come from a decrease in subcontract price, a decrease in material costs, inadequate compensation to the Government for the use of Government property or the disposition of excess property, inadequate compensation to the Government for nonconforming products, a unilateral price reduction by the contractor, or any other savings that a contractor may realize during the course of the contract which is then forwarded on to the Government.*

Computation: The total amount of voluntary refunds made by contractors to the contract administration office during the month is calculated by totaling the amounts of all voluntary refunds in the population. *Note: This includes all amounts received as a result of receipt of a voluntary refund check; a reduction in contract price, target price, or estimated cost and fee; or the deobligation of funds after consultation with the buying office.*

Stratification: The total amount of voluntary refunds is stratified by District and CAO.

Desired Outcome: The desired outcome is continuous improvement of the process so that DCMC continues to achieve cost savings as the result of voluntary refunds.

Data Element:

Note: The following data element is also a component of the Return on Investment (ROI) Ratio.

Voluntary Refunds - The total amount of all voluntary refunds received by the contract administration office during the month.

2.2.2.3 Reserved

2.2.2.4 Reserved

2.2.2.5 Aging of Unresolved Audit Reports

Definition: The average age of unresolved reportable audit reports.

Population: The total quantity of unresolved reportable audit reports on-hand at the end of the period.

Source: Data to populate this metric resides in the audit follow-up file of the Mechanization of Contract Administration Services (MOCAS) system.

Computation: The age of unresolved reportable audit reports is calculated in days. The age of an individual report is calculated by subtracting the Julian date of the report from the Julian date of the last day of the period. Average age is calculated by adding the individual ages of all reports in the population by the quantity of reports in the population.

Stratification: Average age of unresolved reportable audit reports on-hand is stratified by District, CAO, Type Audit, Team, and Range (<180 days, 181 to 365 days, and >365 days). *Note: Quantity and Percent of Reports On-Hand >180 Days is a derivative of this metric.*

Desired Outcome: Continuous improvement of the process so that the average age of unresolved audit reports on-hand is reduced without a loss of quality or an increase in cost.

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2.2.2.6 Cycle Time for Resolution of Audit Reports

Definition: The average quantity of days required to resolve reportable audit reports.

Population: The total quantity of reportable audit reports resolved during the period.

Source: Data to populate this metric resides in the audit follow-up file of the Mechanization of Contract Administration Services (MOCAS) system.

Computation: Audit report cycle time is calculated in days. The cycle time for resolving an individual audit report is calculated by subtracting the Julian date of the report from the Julian date the report was resolved. Average cycle time is calculated by adding the individual cycle times of all reports in the population by the quantity of reports in the population.

Stratification: Cycle time to resolve audit reports is stratified by District, CAO, Type Audit, Team, and Range (<180, 181-365, >365). *Note: Quantity and Percent of Reports Resolved in >180 Days is a derivative of this metric.*

Desired Outcome: Continuous improvement of the process so that audit report cycle time is reduced without a loss in quality or an increase in cost.

2.2.2.7 Aging of Undisposed Audit Reports

Definition: The average age of reportable audit reports that have not been dispositioned.

Population: The total quantity of reportable audit reports on-hand at the end of the period that have not been dispositioned.

Source: Data to populate this metric resides in the audit follow-up file of the Mechanization of Contract Administration Services (MOCAS) system.

Computation: The age of reportable audit reports that have not been dispositioned is calculated in days. The age of an individual report is calculated by subtracting the Julian date of the report from the Julian date of the last day of the period. Average age is calculated by adding the individual ages of all reports in the population by the quantity of reports in the population.

Stratification: Average age of reportable audit reports on-hand that have not been dispositioned is stratified by District, CAO, Type Audit, Team, and Range (<365 days, and >365 days). *Note: Quantity and Percent of Reports On-Hand Not Dispositioned in >365 Days is a derivative of this metric.*

Desired Outcome: Continuous improvement of the process so that the average age of audit reports on-hand that have not been dispositioned is reduced without a loss of quality or an increase in costs.

Data Input Instructions: None.

2.2.2.8 Cycle Time to Disposition Audit Reports

Definition: The average quantity of days required to disposition reportable audit reports during the period.

Population: The total quantity of reportable audit reports dispositioned during the period.

Source: Data to populate this metric resides in the audit follow-up file of the Mechanization of Contract Administration Services (MOCAS) system.

Computation: Cycle time to disposition reportable audit reports is calculated in days. The cycle time for disposition of an individual audit report is calculated by subtracting the Julian date of the report from the Julian date the report was dispositioned. Average cycle time is calculated by adding the individual cycle times of all reports in the population by the quantity of reports in the population.

Stratification: Cycle time to disposition audit reports is stratified by District, CAO, Type Audit, Team, and Range (<365 days, and >365 days). *Note: Quantity and Percent of Reports Dispositioned >365 Days is a derivative of this metric.*

Desired Outcome: Continuous improvement of the process so that the cycle time to disposition reportable audit reports is reduced without a loss of quality or an increase in cost.

2.2.2.9 Aging of Estimating System Deficiencies

Definition: The age of deficiencies identified in contractor estimating systems.

Population: All reportable deficiencies, significant or otherwise, that the contractor is required to correct in accordance with DFARS 215.811-70(f)(4) that are on-hand at the contract administration office at the end of the period. *Note: Deficiencies are reportable for all contractors subject to estimating system requirements pursuant to DFARS 215.811-70(b)(2).*

Computation: To determine the ages of a deficiency subtract the Julian date of the deficiency from the Julian date of the last day of the period. *Note: The date of the deficiency is the earliest of the following: a) The date the contractor has agreed to correct the deficiency and has submitted a corrective action plan; b) The date the contractor was formally notified to correct the deficiency; or c) 60 days from the date of the report initially identifying the deficiency.*
Stratification: Aging of estimating system deficiencies is stratified by District, CAO, and Range (<1 Year, >1 Year and <2 Years, >2 Years and <3 Years, and >3 Years) *Note: The total quantity of estimating system deficiencies is a derivative of this metric.*

Desired Outcome: Continuous improvement of the process to improve the timeliness of correction of estimating system deficiencies and to reduce the quantity of long term deficiencies.

Data Elements:

Estimating System Deficiencies Aged <1 Year - The quantity of estimating system deficiencies that are on-hand at the contract administration office at the end of the period that are less than 1 year old.

Estimating System Deficiencies Aged >1 Year and <2 Years - The quantity of estimating system deficiencies that are on-hand at the contract administration office at the end of the period that are more than 1 but less than 2 years old.

Estimating System Deficiencies Aged >2 Years and <3 Years - The quantity of estimating system deficiencies that are on-hand at the contract administration office at the end of the period that are more than 2 but less than 3 years old.

Estimating System Deficiencies Aged >3 Years - The quantity of estimating system deficiencies that are on-hand at the contract administration office at the end of the period that are more than 3 years old.

Data Constraints:

None.

Process Owners:

Contractor Capability and Proposal Analysis Team, AQOD, (703) 767-3384 (For Pricing, Estimating Systems, and Undefinitized Contract Actions).

Overhead Center of Excellence, AQOK, 767-3391 (For Audit Follow-Up and Forward Pricing).

3.0 POST AWARD

3.1 Reserved

3.2 Property Management

Purpose: To ensure contractors who possess government property establish a system which serves to control, protect, preserve, and maintain all government property in their possession or in the possession of their subcontractors. And, to further ensure, that incidents of loss, damage, destruction, unauthorized use, and unreasonable consumption of government property are uncovered and reported.

Metrics Operational Definitions:

3.2.1 Amount of Loss, Damage and Destruction (LDD)

Definition: The dollar amount of DoD property in the possession of contractors and their subcontractors, which is lost, damaged, or destroyed.

Population: DoD property in the custody of contractors and their subcontractors as reported annually on DD Form 1662. *Note: This remains constant throughout the year.*

Computation: The dollar amount of LDD property is calculated by totaling the amounts of loss, damage, or destruction to any item of property in the population that occurs during the period. *Notes: Amounts are reported by the property administrator at the prime contractor location at the end of the month during which the property case was closed. When property is damaged, only the damage value is reported, not the acquisition cost, e.g., $90K LDD to a $1M item of property, report $90K.*

Stratification: The amount of LDD is stratified by District, CAO, Team, Service, and Buying Activity.

Desired Outcome: The desired outcome is continuous improvement of the process so that the amount of loss, damage, and destruction of DoD property in the possession of contractors and their subcontractors is reduced by 5 percent compared to the amount of LDD in FY97.

Data Elements:

Amount of LDD with Satisfactory Systems - The dollar amount of DoD property which is lost, damaged, or destroyed where the contractor possessing the property has a property control system that DCMC has found to be satisfactory. *Notes: Amounts are reported by the property administrator at the prime contractor location at the end of the month during which the property case was closed. When property is damaged, only the damage value is reported, not the acquisition cost, e.g., $90K LDD to a $1M item of property, report $90K.*

Amount of LDD with Unsatisfactory Systems - The dollar amount of DoD property which is lost, damaged, or destroyed where the contractor possessing the property has a property control system that DCMC has found to be unsatisfactory. *Notes: Amounts are reported by the property administrator at the prime contractor location at the end of the month during which the property case was closed. When property is damaged, only the damage value is reported, not the acquisition cost, e.g., $90K LDD to a $1M item of property, report $90K.*

3.2.1.1 Reduction in the Amount of DoD Property

Definition: The percentage of reduction of the acquisition cost of DoD property in the possession of DoD contractors. *Note: The percentage is calculated annually at the end of the fiscal year.*

Population: All DoD property in the possession of contractors and their subcontractors at the end of the current fiscal year. *Note: This includes only property on contracts administered by DCMC.*

Source: Data to populate the metric resides in the Contract Property Management System (CPMS).

Computation: The percent of reduction of DoD property in the possession of contractors is calculated by subtracting the total acquisition cost of DoD property in the population from the total acquisition cost of DoD property in the possession of contractors at the end of the previous fiscal year. The remainder is then divided by the acquisition cost of DoD property in the possession of contractors at the end of the previous fiscal year and multiplying the result by 100.

Stratification: The percent reduction of property is stratified by District, CAO, Service, Buying Activity, Contractor, Contract Type, and Type of Property.

Desired Outcome: The desired outcome is continuous improvement of the process so that the acquisition cost of DoD property in the possession of contractors is decreased by 7 percent compared to the FY97 ending balance.

Data Input Instructions: None.

Data Elements:

Total Acquisition Cost of All DoD Property - The total dollar amount of DoD property in the custody of contractors and their subcontractors as reported annually on DD Form 1662. *Note: This amount remains constant throughout the fiscal year.*

Total Acquisition Cost of Added DoD Property - The total dollar amount of DoD property in the custody of contractors and their subcontractors that was added during the fiscal year as reported annually on DD Form 1662.

Total Acquisition Cost of Deleted DoD Property - The total dollar amount of DoD property in the custody of contractors and their subcontractors that was deleted during the fiscal year as reported annually on DD Form 1662.

3.2.1.2 Amount of Excess Property Reported

Definition: The amount of the acquisition cost of Government property that was reported excess during the period.

Population: All Government property in the possession of contractors that was reported as excess during the period.

Source: Data to populate this metric resides in the Contract Property Management System (CPMS) and the DCMC Automated Disposition System (DADS).

Computation: The amount of property reported excess is calculated by determining the acquisition cost of all property reported excess during the period.

Stratification: The amount of the acquisition cost of Government property that was reported excess during the period is stratified by District, CAO, Service, Buying Activity, and Contractor

Desired Outcome: The desired outcome is continuous improvement of the process so that the overall amount of excess property disposed of is increased by 20 percent.

Data Input Instructions: None. Data to populate is gathered through the Contract Property Management System (CPMS) and the DCMC Automated Disposition System (DADS).

Data Element:

Total Acquisition Cost of Excess Property- The total dollar amount of DoD property reported excess during the period.

3.2.1.3 Unauthorized Use of Government Property

Definition: The dollar amount of reimbursement checks received by the contract administration office as compensation for the unauthorized use of Government property.

Population: All reimbursement checks received by the contract administration office during the two-month reporting period.

Computation: The dollar amount of reimbursement checks received by the contract administration office as compensation for the unauthorized use of Government property is calculated by totaling the amounts of all checks in the population. *Note: Amounts are derived from the collection of the full monthly rental, without credit, for each item of Government property for each month or part of a month in which the unauthorized use occurred in addition to fines imposed by 15 U.S.C. 641.*

Stratification: The dollar amount of reimbursement checks is stratified by District and CAO.

Desired Outcome: The desired outcome is continuous improvement of the process so that DCMC continues to achieve cost savings as the result of identification of the unauthorized use of Government property.

Data Element:

Note: The following data element is also a component of the Return on Investment (ROI) Ratio.

Property Savings - The total dollar amount of all reimbursement checks received by the contract administration office as compensation for the unauthorized use of Government property during the month.

Data Constraints:

Data to calculate property management metrics is dependent on the contract administration office's thoroughness, timeliness, and accuracy in entering the amounts of government property in the possession of contractors and in the possession of their subcontractors into the CPMS, DADS, and DPADS. The accuracy and timely reporting of the amounts of loss, damage, or destruction of government property is contingent on the contract administration office's thoroughness in identifying such occurrences.

Process Owner:

Property Management, Contract Closeout, and Terminations Team, AQOE, (703) 767-3429.

3.3 Reserved

3.4 Packaging

Purpose: To ensure contractors possess sufficient knowledge to fulfill the packaging and marking requirements contained in their contracts in order that packaged material will be received intact and ready for issue and storage. DCMC evaluates contractor capability, provides guidance and training, and coordinates packaging issues with buying activities and contractors.

Metric Operational Definitions:

3.4.1 Discrepancies/1,000 Shipments

Definition: The quantity of discrepancy reports received by the contract administration office during the period that contain a packing discrepancy code or other indication that the discrepancy was attributable to inadequate packaging or marking for each 1,000 shipments made by the contract administration office during the period. *Note: Discrepancy reports are any of the following: SF364, Report of Discrepancy (ROD); SF361 Transportation Discrepancy Report (TDR); Message; Letter; Telephone; or FAX.*

Population: All discrepancy reports received by the contract administration office during the period which contain a packing discrepancy code or other indication that the discrepancy was attributable to inadequate packaging or marking.

Computation: Discrepancies/1,000 Shipments is calculated by dividing the quantity of shipments made by the contract administration office during the period by 1,000 and dividing the result into the quantity of discrepancies in the population.

Stratification: Discrepancies/1,000 Shipments is stratified by District, and CAO.

Desired Outcome: The desired outcome is continuous process improvement so that percentage of discrepancy reports attributable to inadequate packaging or marking are reduced by 15 percent from the 4Q FY97 average.

Data Elements:

Discrepancy Reports Received - The quantity of discrepancy reports which contain a packing discrepancy code or other indication that the discrepancy was attributable to inadequate packaging that were received by the contract administration office during the period.

Shipments Made - The quantity of shipments made by the contract administration office during the period.

Data Constraints:

Data to populate this metric is dependent on the contract administration office's thoroughness in identifying contracts that have new, unusual or special packaging requirements and contractors that have limited military packaging knowledge or facilities to perform the level of packaging required.

Process Owner:

Materiel Distribution Team, MMLSD, (703) 767-3511.

3.5 Transportation - Shipment Processing

Purpose: To issue shipping instructions which provide for the safe, timely, and economical transportation of government procured material. Reduction of inventory and direct vendor delivery contribute to the increasing need for efficient transportation administration.

Metric Operational Definitions:

3.5.1 Reserved.

3.5.2 Cycle Time to Process Shipping Documents

Definition: The average quantity of days the contract administration office requires to respond to contractors Application for U.S. Government Shipping Documentation Instructions, DD Form 1659.

Population: All shipping documents issued by the contract administration office during the period.

Source: Data to populate the metric resides in Transportation Automated Management System (TRAMS) and the Shipment Request Register (SSR).

Computation: Cycle time is measured in days. The cycle time for an individual shipping document is computed by subtracting the Julian date the contractor's application was received from the Julian date the shipping document was forwarded to the contractor. Average cycle time is computed by adding the individual cycle times for all shipping documents in the population and dividing by the total quantity of shipping documents in the population.

Stratification: Cycle time is stratified by District, CAO, and Range (0 to 1 Day, 2 to 3 Days, and >3 Days).

Desired Outcome: The desired outcome is continuous improvement of the process so that shipping document cycle time is improved by 10 percent above the mode for FY97.

Data Elements:

Shipment Documents - The quantity of shipment documents issued by the contract administration office during the period.

Days to Process Shipment Documents - The total quantity of days the contract administration office requires to respond to all contractors Applications for U.S. Government Shipping Documentation Instructions, DD Form 1659 processed during the period.

Data Constraints:

None.

Process Owner:

Transportation Team, Logistics Policy, MMLST, (703) 767-3634.

3.6 Reserved

3.7 Product and Manufacturing Assurance

Purpose: To ensure quality products are delivered in accordance with the terms of their contracts through the evaluation of the contractor's processes. To ensure buying activities are promptly and accurately notified of any process failure that could prevent the contractor from performing in accordance with the terms of the contract. To negotiate contract modifications and other corrective actions when contractors fail to perform in accordance with the terms of their contracts.

Metric Operational Definitions:

3.7.1 Percent of Schedules On-Time

Definition: The percent of delivery schedules delivered in accordance with contractor responsibility dates.

Population: All delivery schedules due and on-hand at the end of the period.

Source: Data to populate this metric resides in the Mechanization of Contract Administration Services (MOCAS) system and the System for Integrated Contract Management (SICM).

Computation: The percent of delivery schedules delivered in accordance with contractor responsibility dates is calculated by dividing the quantity of delivery schedules due and on-hand at the end of the period that were delivered in accordance with contractor responsibility dates by the total quantity of delivery schedules in the population and multiplying the result by 100.

Stratification: The percent of delivery schedules delivered in accordance with contractor responsibility dates is stratified by District, CAO, Team, Contractor, Service, and Buying Activity.

Desired Outcome: The desired outcome is continuous improvement of the process so that the percentage of on-time deliveries is increased by 5 percent over the average of the last three months of FY97.

Data Elements:

Delivery Schedules Due - All delivery schedules due and on-hand at the end of the report period.

On-Time Delivery Schedules - The quantity of delivery schedules due and on-hand at the end of the period that was delivered on or before the contractor responsibility date. *Note: A delivery schedule is delivered on-time when the quantity delivered on or before the contractor responsibility date is equal to or greater than the quantity due by the contractor responsibility date.*

3.7.1.1 Delay Forecast Coverage

Definition: The percent of delinquent delivery schedules for which the contract administration office has issued a delay notice to the buying office before the schedule became delinquent.

Population: The total quantity of delinquent schedules on-hand at the end of the period. *Note: A delivery schedule is delinquent if the quantity scheduled to be delivered on or before the last day of the period is greater than the quantity delivered by the last day of the period.*

Source: The data to populate this metric resides in the Mechanization of Contract Administration Services (MOCAS) system and ALERTS.

Computation: Delay forecast coverage is calculated by dividing the quantity of delinquent schedules in the population where the contract administration office issued a delay notice before the schedule became delinquent by the total quantity of delinquent schedules in the population and multiplying the result by 100.

Stratification: Delay forecast coverage is stratified by District, CAO, Team, Contractor, Customer, Contractor, Surveillance Category Code, and Reason For Delay Code.

Desired Outcome: The desired outcome is continuous improvement of the process so that the contract administration office identifies and reports all delays in delivery prior to the onset of the delay.

Data Input Instructions: None. Data to populate this metric will not be available until ALERTS Phase II is deployed.

Data Elements:

Delinquent Schedules - The quantity of delivery schedules on-hand at the end of the period where the quantity scheduled is greater than the quantity shipped.

Delinquent Schedules Covered - The quantity of delinquent delivery schedules on-hand at the end of the period where the contract administration office issued a delay notice before the delay occurred.

3.7.1.2 Delay Forecast Accuracy

Definition: The average quantity of days between the forecast recovery date on initial delay notices and the last day of the report period.

Population: The total quantity of delinquent schedules on-hand at the end of the period where the initial forecast recovery date was before the end of the report period or where a delay notice was not issued. *Note: A delivery schedule is delinquent if the quantity scheduled to be delivered on or before the last day of the period is greater than the quantity delivered by the last day of the period.*

Source: The data to populate this metric resides in the Mechanization of Contract Administration Services (MOCAS) system and ALERTS.

Computation: Determine delay forecast accuracy by subtracting the date each schedule in the population was initially forecast to be delivered from the date of the last day of the report period and divide the total for all schedules in the population by the quantity of schedules in the population. *(Note: For delinquent schedules where a delay report was not issued, use the quantity of days the schedule was delinquent as of the last day of the report period.)*

Stratification: Delay forecast accuracy is stratified by District, CAO, and Team.

Desired Outcome: The desired outcome is continuous improvement of the process so that buying activities place a high degree of confidence on delivery forecasts made by contract administration offices and thus use the information to support decision making.

Data Input Instructions: None. Data to populate this metric will not be available until ALERTS Phase II is deployed.

Data Elements:

Unforecast Delinquent Days - The total quantity of days between forecast recovery dates on initial delay notices and the last day of the report period plus the total quantity of days schedules that were not reported delinquent were actually delinquent as of the last day of the report period.

Delinquent Schedules Forecast/Unforecast: The total quantity of delinquent schedules on-hand at the end of the period where the initial forecast recovery date was before the end of the report period plus delinquent schedules on-hand at the end of the report period where a delay notice was not issued.

3.7.1.3 Percent Conforming Items

Definition: Percent of source inspected and accepted material that is found useable during test/inspection.

Population: All source inspected and accepted items on recent contracts, i.e., 1995 and later, which undergo test/inspection during the period.

Computation: The percent conforming items is calculated by dividing the quantity of source inspected and accepted items which are found useable by the quantity in the population and multiplying the result by 100. *Note: A Product Quality Deficiency Report (PQDR) must be issued before an item is counted as unusable.*

Stratification: The percent is stratified by District, CAO, Service, Buying Activity, Laboratory, Contractor, NSN, Type of Non-Conformance, Month Tested.

Desired Outcome: Continuos improvement of the process so that the percentage of useable material increases compared to the average for 4Q FY97.

Data Input Instructions: None. Data input is performed at DCMC Headquarters.

Data Elements:

Items Tested - The quantity of source inspected and accepted items that are tested/inspected during the period.

Items Found Useable - The quantity of source inspected and accepted items that are tested/inspected and found useable during the period.

3.7.1.4 Corrective Action Request Cost Avoidance

Definition: The cost of all rework or repair to products classified as unusable to the customer and reported by a Corrective Action Request (CAR) which resulted from either an in-process or end item product audit.

Population: All product audits CARs submitted by the contract administration office during the two-month period.

Computation: The total amount of all rework or repair to products classified as unusable to the customer and reported by all CARs in the population. Note*: Report the full value of the item **only** if the item is scrapped.*

Stratification: CAR cost avoidance is stratified by District and CAO.

Desired Outcome: The desired outcome is continuos improvement of the process so that the DCMC continues to achieve cost avoidance from product noncompliances reported by CARs.

Data Element:

Note: The following data element is also a component of the Return on Investment (ROI) Ratio.

CAR Cost Avoidance - The cost of all rework or repair to products classified as unusable to the customer and reported by a Corrective Action Request (CAR) which resulted from either an in-process or end item product audit conducted by the contract administration office during the two-month period.

3.7.2 Customer Priority List (CPL)

Definition: The percent of CPL responses that are made within 5 business days of receipt of the request for support.

Population: All responses to CPL requests for support that are made during the period.

Computation: The percent of CPL responses that are made within 5 business days is calculated by dividing the quantity of responses in the population that are made within 5 business days by the total quantity of responses in the population and multiplying the result by 100. *Note: To determine if an individual response was within 5 business days, subtract the date the request was received from the date the response was communicated to the customer.*

Stratification: The percent of CPL responses that are made within 5 calendar days is stratified by District, CAO, Service, Buying Activity, and Contractor.

Desired Outcome: The desired outcome is continual improvement of the process so that all CPL responses are made within 5 business days.

Data Elements:

CPL Responses - The quantity of contracts listed on a CPL that the contract administration office responded to during the period. *Note: This is the quantity of contracts not the quantity of CPLs.*

Timely CPL Responses - The quantity of contracts listed on a CPL that the contract administration office responded to during the period where the response was made within 5 business days of the date the request was received.

3.7.2.1 Delay Forecast Timeliness

Definition: The average quantity of days between delay notices dates and delivery schedule due dates.

Population: The total quantity of delinquent schedules on-hand at the end of the period. *Note: A delivery schedule is delinquent if the quantity scheduled to be delivered on or before the last day of the period is greater than the quantity delivered by the last day of the period.*

Source: The data to populate this metric resides in the Mechanization of Contract Administration Services (MOCAS) system and ALERTS.

Computation: Determine Delay Forecast Timeliness by subtracting the date each schedule in the population was initially reported from the date each schedule in the population was originally due. Divide the total for all schedules by the quantity of schedules in the population. *(Note: For schedules that were not reported, subtract the last day of the report period from the date the schedule was originally due.)*

Stratification: Delay forecast timeliness is stratified by District, CAO, Team, Contractor, Customer, Surveillance Category Code, and Reason For Delay, Quantity of Days in Advance Ranges.

Desired Outcome: The desired outcome is continuous improvement of the process so that the average quantity of days actual delays are preceded by a delay report is increased.

Data Elements:

Delinquent Schedules - The quantity of delivery schedules on-hand at the end of the period where the quantity scheduled is greater than the quantity shipped.

Delay Notice Days - The quantity of days delinquent delivery schedules on-hand at the end of the period were preceded by their original delay notices. *(Note: Delay notice days are determined by subtracting initial delay notices dates from original due dates and adding to the result the total quantity of dates unreported delays were delinquent as of the last day of the report period.)*

Data Constraints:

The MOCAS database schedule records must be kept current in order to accurately measure timeliness of deliveries and delay reports.

Process Owner:

Product and Manufacturing Assurance team, AQOG, (703) 767-3398.

3.8 Flight Safety

Purpose: To ensure minimum risk to personnel and government assets during contract aircraft flight and ground operations through the assignment of personnel resources to support flight operations; the delineation of crew duties, life support requirements, air crew training programs, safety programs and facility requirements; daily technical and administrative surveillance to conduct safe and efficient operations; and timely mishap notification and response. Also, to conduct flight operations surveys to evaluate and measure the flight operations process at each flight facility to maintain safe and effective flight operations.

Metric Operational Definitions:

3.8.1 Class A Mishaps

Definition: The quantity of reportable, Class A, flight and flight related mishaps that occur at flight facilities under the cognizance of the contract administration office during the period. *Note: This quantity is also used to calculate a mishap rate which is based on the quantity of hours flown at flight facilities under the cognizance of the contract administration office during a calendar year.*

Population: All Class A flight and flight related mishaps that occur during the period. have occurred during the calendar year to date. *Note: Class A mishaps include mishaps that result in aircraft destruction or aircraft damage in excess of $1M, or the death or permanent disability of DoD personnel. When determining mishap rate, all Class A mishaps which have occurred during the calendar year to date are included.*

Computation: Class A mishaps are calculated by totaling the quantity of mishaps that occurred at flight facilities under the cognizance of the contract administration office during the period. *Note: When determining mishap rate, divide the quantity of hours flown by flight facilities under the cognizance of the contract administration office during the calendar year to date by 100,000 and divide the result into the quantity of mishaps in the population.*

Stratification: Aircraft mishap rate is stratified by District, CAO, Aircraft Type, Aircraft Model, Mishap Class, and Flight Facility.

Desired Outcome: The desired outcome is continuous improvement of the flight operations process so that the risk of future occurrences will be reduced.

Data Elements:

Class A Mishaps - The quantity of mishaps that occur at flight facilities under the cognizance of the contract administration office during the period which resulted in aircraft destruction or damage in excess of $1M, or in the death or permanent disability of DoD personnel.

Class A Mishap Costs - The dollar amount of repair required as the result of a Class A mishap that occurred at a flight facility under the cognizance of the contract administration office during the period. *Note: Include labor hours at $16 per hour with damage costs to determine at this amount.*

Class A Mishap Repair Hours - The quantity of labor hours required for repair of damage which occurred to aircraft as the result of a Class A mishap at a flight facility under the cognizance of the contract administration office during the period.

Mishap Fatalities - The quantity of DoD personnel who lost their lives as the result of a mishap at a flight facility under the cognizance of the contract administration office during the period.

Aircraft Destroyed - The quantity of aircraft that were destroyed at flight facilities under the cognizance of the contract administration office during the period.

3.8.1.1 Class B/C Mishaps

Definition: The quantity of reportable Class B and Class C flight and flight related mishaps that occur at flight facilities under the cognizance of the contract administration office during the period.

Population: All reportable Class B and Class C flight and flight related mishaps that occur during the period. *Notes: Class B mishaps include mishaps that result in aircraft damage in excess of $200K or permanent partial disability or in-patient hospitalization of more than five DoD personnel. Class C mishaps include mishaps that result in aircraft damage in excess of $100K or injury/illness of DoD personnel that results in the loss of eight or more hours work.*

Computation: Class B/C mishaps are calculated by totaling the quantity of mishaps that occurred at flight facilities under the cognizance of the contract administration office during the period.

Stratification: Class B/C mishaps are stratified by District, CAO, Aircraft Type and Aircraft Model.

Desired Outcome: The desired outcome is continuous improvement of the flight operations process so that the risk of future occurrences will be reduced.

Data Elements:

Class B Mishaps - The quantity of mishaps that occur at flight facilities under the cognizance of the contract administration office during the period which resulted in aircraft damage in excess of $200K or permanent partial disability or in-patient hospitalization of more than five DoD personnel.

Class B Mishap Costs - The dollar amount of repair required as the result of a Class B mishap that occurred at a flight facility under the cognizance of the contract administration office during the period. *Note: Include labor hours at $16 per hour with damage costs to determine at this amount.*

Class B Mishap Repair Hours - The quantity of labor hours required for repair of damage which occurred to aircraft as the result of a Class B mishap at a flight facility under the cognizance of the contract administration office during the period.

Class C Mishaps - The quantity of mishaps that occur at flight facilities under the cognizance of the contract administration office during the period which resulted in aircraft damage in excess of $100K or injury/illness of DoD personnel that results in the loss of eight or more hours work

Class C Mishap Costs - The dollar amount of repair required as the result of a Class C mishap that occurred at a flight facility under the cognizance of the contract administration office during the period. *Note: Include labor hours at $16 per hour with damage costs to determine at this amount.*

Class C Mishap Repair Hours - The quantity of labor hours required for repair of damage which occurred to aircraft as the result of a Class C mishap at a flight facility under the cognizance of the contract administration office during the period.

3.8.1.2 Percent Flights and Hours Flown

Definition: The percentage of acceptance check, functional check, and other flights and flight hours flown by military-only, contractor-only, mixed, and military-only-TDY flight crews.

Population: All acceptance check, functional check, and other flights and flight hours flown by flight facilities under the cognizance of the contract administration office during the period.

Computation: The percent flights and flight hours are calculated by dividing the quantity of flights or flight hours flown by the flight crew type by the total quantity of flights or flight hours in the population and multiplying the result by 100.

Stratification: The percent flights and flight hours are stratified by District, CAO, Crew Type, aircraft model and type.

Desired Outcome: The desired outcome is to determine the percentage of flights and flight hours that are performed by the flight crews at flight facilities under the cognizance of the contract administration office each period.

Data Elements:

Contractor-Only Functional Check Flight (FCF) / Acceptance Check Flight (ACF) Sorties - The total quantity of all functional check flight and acceptance check flight sorties performed by contractor-only crews while under the cognizance of the contract administration office during the period.

Contractor Only FCF/ACF Flight Hours - The total quantity of all functional check flight and acceptance check flight hours flown by contractor-only crews while under the cognizance of the contract administration office during the period.

Contractor-Only Other Sorties - The total quantity of all non-functional check flight and non-acceptance check flight sorties performed by contractor-only crews while under the cognizance of the contract administration office during the period.

Contractor Only Other Flight Hours - The total quantity of all non-functional check flight and non-acceptance check flight hours flown by contractor-only crews while under the cognizance of the contract administration office during the period.

Military-Only FCF/ACF Sorties - The total quantity of all functional check flight and acceptance check flight sorties performed by military-only crews while under the cognizance of the contract administration office during the period.

Military-Only FCF/ACF Flight Hours - The total quantity of all functional check flight and acceptance check flight hours flown by military-only crews while under the cognizance of the contract administration office during the period.

Military-Only Other Sorties - The total quantity of all non-functional check flight and non-acceptance check flight sorties performed by military-only crews while under the cognizance of the contract administration office during the period.

Military-Only Other Flight Hours - The total quantity of all non-functional check flight and non-acceptance check flight hours flown by military-only crews while under the cognizance of the contract administration office during the period.

Military-Only-TDY FCF/ACF Sorties - The total quantity of all functional check flight and acceptance check flight sorties performed by military-only-TDY crews while under the cognizance of the contract administration office during the period. *Note: Do not report these flights in Military-Only or Mixed Categories.*

Military-Only-TDY FCF/ACF Flight Hours - The total quantity of all functional check flight and acceptance check flight hours flown by military-only-TDY crews while under the cognizance of the contract administration office during the period. *Note: Do not report these hours in Military-Only or Mixed Categories.*

Military-Only-TDY Other Sorties - The total quantity of all non-functional check flight and non-acceptance check flight sorties performed by military-only-TDY crews while under the cognizance of the contract administration office during the period. *Note: Do not report these flights in Military-Only Other or Mixed Categories.*

Military-Only-TDY Other Flight Hours - The total quantity of all non-functional check flight and non-acceptance check flight hours flown by military-only-TDY crews while under the cognizance of the contract administration office during the period. *Note: Do not report these hours in Military-Only Other or Mixed Categories.*

Mixed Crew FCF/ACF Sorties - The total quantity of all functional check flight and acceptance check flight sorties performed by mixed flight crews (contractor and military) while under the cognizance of the contract administration office during the period.

Mixed Crew FCF/ACF Flight Hours - The total quantity of all functional check flight and acceptance check flight hours flown by mixed flight crews (contractor and military) while under the cognizance of the contract administration office during the period.

Mixed Crew Other Sorties - The total quantity of all non-functional check flight and non-acceptance check flight sorties performed by mixed flight crews (contractor and military) while under the cognizance of the contract administration office during the period.

Mixed Crew Other Flight Hours - The total quantity of all non-functional check flight and non-acceptance check flight hours flown by mixed flight crews (contractor and military) while under the cognizance of the contract administration office during the period.

8.2 Aircraft On-Site/Accepted

Definition: The quantity of aircraft that are on-site or accepted by flight facilities under the cognizance of the contract administration office during the report period.

Population: All aircraft receiving oversight or accepted by flight facilities under the cognizance of the contract administration office during the period.

Computation: The quantity of aircraft on-site/accepted is equal to the quantity of aircraft that are included in the population.

Stratification: The quantity of aircraft on-site/accepted is stratified by District, CAO, aircraft model and type.

Desired Outcome: The desired outcome is to determine the quantity of aircraft on-site and accepted by flight facilities under the cognizance of the contract administration office each period.

Data Elements:

Aircraft On-Site - The quantity of aircraft under the cognizance of the contract administration office at the end of the period. *Note: This includes items considered "aircraft" that are physically located*

at the facility or deployed to another location yet remain under the cognizance of the contract administration office.

Aircraft Accepted - The quantity of aircraft delivered and accepted by flight facilities under the cognizance of the contract administration office during the period through issuance of a DD Form 250, Material Inspection and Receiving Report. *Note: The same information is reported quarterly on the Flight Operations Report, DLA(Q)1009(Q) Military Flight Operations.*

Data Constraints:

A conscientious effort on the part of the CAO must be made to identify aircraft flight types and to strictly classify mishap events in accordance with aviation instructions. Similarly, flight operation survey teams must maintain accurate and complete planning and completion date records. The data available to calculate five of the flight operations metrics is directly dependent on the emphasis placed on the above activities.

Process Owner:

Flight Operations, Specialized Safety and Environmental Team, AQOI, (703) 767-3418.

3.9 Reserved

3.10 Engineering Assessment

Purpose: To ensure compliance with applicable contract requirements by assessing the effectiveness of contractor engineering efforts in designing, developing, testing, modifying and managing systems, equipment and software. Also, to help reduce the quantity of Engineering Change Proposals (ECPs) associated with technical problems and requirements changes. Improvement ECPs are excluded, so as not to discourage upgrades in product and system performance.

Metric Operational Definitions:

3.10.1 ECPs per 1,000 Contracts

Definition: The total quantity of Class I ECPs, minus those ECPs processed as Improvement ECPs, per 1,000 contracts on-hand

Population: All Class I ECPs, minus ECPs processed as Improvement ECPs, processed by the contract administration office during the period.

Computation: The quantity of Class I ECPs, minus Improvement ECPs, processed per 1,000 contracts on-hand is calculated by dividing total quantity of ECPs in the population by the result of dividing the total quantity of Prime Contracts On-Hand (see metric 1.1.1 on Page 1) by 1,000. *Example: If the quantity of ECPs processed equals 1,200 and the quantity of Improvement ECPs equals 200, subtract the 200 Improvement ECPs from 1,200 to determine the numerator of 1,000. If the quantity of prime contracts on-hand equals 400,000 then divide the 400,000 contracts by 1,000 to determine the denominator of* 400. *Then divide the 1,000 ECPs processed by the 400 to obtain the result of 2.5.*

Stratification: The total quantity of Class I ECPs, minus those ECPs processed as Improvement ECPs, per 1,000 contracts on-hand is stratified by District, CAO, Contractor, Service, Buying Command, and Team.

Desired Outcome: The desired outcome is to reduce the quantity of ECPs processed to correct design errors by 5 percent.

Data Element:

Class I ECPs, Minus Improvement ECPs - The total quantity of Class I ECPs, minus Improvement ECPs, processed by the contract administration office during the period. *Note: This includes Design Error ECPs (improve performance to meet requirements, eliminate interface incompatibilities or hazardous conditions, or correct obvious design errors); Requirements ECPs (implement upgrades, modifications, or other requests, e.g., changes to requirements or specifications); Other ECPs (add sources to control drawings, update material requirements, replace obsolete parts); does not include Improvement ECPs (eliminate environmental hazards, improve manufacturing or performance beyond requirements).*

3.10.1.1 M/C RFWs/RFDs per 1,000 Contracts

Definition: The quantity of Major/Critical (M/C) Requests for Waiver/Deviation (RFWs/RFDs) processed per 1,000 contracts on-hand.

Population: All M/C RFWs and RFDs processed by the contract administration office during the period.

Computation: The quantity of M/C RFWs/RFDs processed per 1,000 contracts on-hand is calculated by dividing total quantity of M/C RFWs/RFDs in the population by the result of dividing the total quantity of Prime Contracts On-Hand (see metric 1.1.1 on Page 1) by 1,000. *Example: If the quantity of M/C RFWs/RFDs in the population equals 1,000 and the quantity of prime contracts on-hand equals 400,000 then divide the 400,000 contracts by 1,000 to determine the denominator of* 400. *Then divide the 1,000 M/C RFWs/RFDs processed by the 400 to obtain the result of 2.5.*

Stratification: The quantity of M/C RFWs/RFDs processed per 1,000 contracts on-hand is stratified by District, CAO Contractor, Service, Buying Command, and Team.

Desired Outcome: The desired outcome is to understand DCMC's ability to influence contractors and buying activities to design products that are producible and meet functional and performance requirements and thus reduce the manufacturing related M/C RFWs/RFDs.

Data Elements:

Major/Critical Requests For Waiver - The quantity of major/critical requests for waiver processed by the contract administration office during the period. *Note: RFWs are contractor requests to temporarily depart from contract or configuration (physical makeup or fit) requirements that are submitted during or following manufacture.*

Major/Critical Requests For Deviation (17.2.12) - The quantity of major/critical requests for deviation processed by the contract administration office during the period. *Note: RFDs are contractor requests to temporarily depart from contract or configuration (physical makeup or fit) requirements that are submitted prior to the start of manufacture.*

3.10.1.2 Reserved

3.10.1.3 Software Process Evaluations on Contractors

Definition: The quantity of Software Process Evaluations performed on contractors in support of Software CAS and Early CAS efforts during the fiscal year to date.

Population: All software process evaluations performed for source selection and software CAS activities during the fiscal year to date.

Computation: None. The quantity of software process evaluations is equal to the absolute quantity of evaluations in the population.

Stratification: The quantity of software process evaluations is stratified by Service/Agency, Buying Activity, and Program Office.

Desired Outcome: The desired outcome is to increase the annual quantity of software process evaluations performed.

Data Element:

Software Process Evaluations Performed on Contractors - The quantity of software process evaluations performed during the fiscal year to date. *Note: This includes Software Capability Evaluations, Software Development Capability Evaluations, Software Risk Evaluations, ISO Software Audits and similar evaluations that are requested and performed for DCMC customers in support of a source selection, award fee, or other software CAS activity.*

3.10.1.4 Software Process Evaluations on Government Agencies

Definition: The quantity of Software Process Evaluations performed on Government Agencies during the fiscal year to date.

Population: All software process evaluations performed on Government Agencies during the fiscal year to date.

Computation: None. The quantity of software process evaluations performed on Government Agencies is equal to the absolute quantity of evaluations in the population.

Stratification: The quantity of software process evaluations performed on Government Agencies is stratified by Service/Agency and by Government software development/maintenance organization.

Desired Outcome: The desired outcome is to increase the annual quantity of software process evaluations performed on Government Agencies.
Data Element:

Software Process Evaluations Performed on Government Agencies - The quantity of software process evaluations performed on Government Agencies during the fiscal year to date. *Note: This includes Software Capability Evaluations, Software Development Capability Evaluations, Software Risk Evaluations, ISO Software Audits and similar evaluations.*

3.10.1.5 Reserved

3.10.1.6 Major Software Recommendations Adopted

Definition: The percent of DCMC major software surveillance comments and adopted.

Population: All software surveillance comments made by the contract administration office during the period. *Note: Comments can be recommendations, findings, comments, or a discrepancy where a product/process does not meet contractual requirements or a recommended improvement opportunity was suggested.*

Computation: The percent of DCMC major software surveillance comments adopted is calculated by dividing the quantity of major comments in the population that were adopted by the total quantity of major comments in the population and multiplying the result by 100.

Stratification: The percent of major software comments adopted is stratified by CAO and District.

Desired Outcome: DCMC software surveillance efforts provide continuous improvement to the effectiveness of weapon system software development by ensuring that at least 60 percent of major software surveillance comments made are adopted.

Data Elements:

Major Comments - The total quantity of major software surveillance comments made by the contract administration office during the period.

Major Comments Adopted - The total quantity of major software surveillance comments adopted by the contractor or buying command during the period. *Note: A comment is considered adopted if a discrepancy is corrected or improvement is implemented. A comment is considered not adopted if subsequent documentation was provided to obviate the discrepancy or the buying office does not want to enforce the recommendation.*

3.10.1.7 SPDP Registration/Certification

Definition: The percent of DCMC personnel performing software CAS/Early CAS who are registered in the Software Professional Development Program (SPDP), the percent of registered DCMC SPDP personnel who are certified at SPDP Level II, and the percent of registered DCMC SPDP personnel who are certified at SPDP Level III

Population: All DCMC personnel who are performing software CAS/Early CAS.

Source: Data required to populate this metric resides in DBMS Training System, the SPDP Tracking Database, and the DCMC Software Professional Estimating & Collection System (SPECS) application.

Computation: The percent of DCMC personnel performing software CAS/Early CAS who are registered in the SPDP is calculated by dividing the quantity of personnel in the population who are registered by the total quantity of personnel in the population or 450, whichever is greater, and multiplying the result by 100. The percent of DCMC SPDP Level II Certified personnel is calculated by dividing the total number of SPDP Level II Certified personnel by the total quantity of DCMC SPDP registered personnel or 450, whichever is greater, and multiplying the result by 100. The percentage of DCMC SPDP Level III Certified personnel is calculated by dividing the total number of SPDP Level III Certified personnel by the total quantity of DCMC SPDP registered personnel or 450, whichever is greater, and multiplying the result by 100. *Note: The denominator of 450 is the quantity of DCMC employees that were identified in December 1995 as performing software CAS.*

Stratification: The percent is stratified by District, CAO, and by SPDP Level III Skill Specialties.

Desired Outcome: The desired outcome is a highly competent DCMC Software Professional workforce that has all personnel who are performing software CAS/Early CAS registered in the SPDP, 10 percent or greater SPDP registered personnel certified at Level III, and 65 percent or greater certified at Level II.

Data Elements:

Personnel Performing S/W CAS - The total quantity of DCMC personnel who are performing software CAS/Early CAS.

SPDP Registered - The total quantity of DCMC SPDP registered personnel.

SPDP Level II Certified - The total quantity of DCMC SPDP Level II certified personnel.

SPDP Level III Certified - The total quantity of DCMC SPDP Level III certified personnel.

3.10.2 ECP Processing Time

Definition: The average quantity of days required by the contract administration office to process ECPs during the period.

Population: All ECPs processed by the contract administration office during the period.

Computation: ECP processing time is measured in days. Processing time for an individual ECP is determined by subtracting the date of the contractor's proposal from the date the contract administration office completed its action and forwarded the proposal. The average ECP processing time is calculated by adding the individual processing times of all ECPs in the population and dividing the sum by the quantity of ECPs in the population.

Stratification: ECP processing time is stratified by District, CAO, and Class. When the Automated Metrics System is deployed, stratification will expand to include Team, Contractor, Service, and Buying Command.

Desired Outcome: The desired outcome is continuous improvement of the process so that ECP processing time is reduced by 5 percent over the 4Q FY97 average.

Data Elements:

Class I ECPs for Requirements Change - The quantity of Class I ECPs processed by the contract administration office during the period to introduce changes to requirements.

Class I ECPs to Improve Design - The quantity of Class I ECPs processed by the contract administration office during the period to introduce design improvements.

Class I ECPs for Other Reasons - The quantity of Class I ECPs processed by the contract administration office during the period for other reasons.

Class II ECPs Processed - The quantity of Class II ECPs processed by the contract administration office during the period. *Note: When using a sampling plan approved by the buying activity, include the total quantity of Class II ECPs submitted, e.g., 100 Class II ECPs were submitted and 10 were sampled, report 100.*

Days to Process Class I ECPs - The total quantity of days required to process all the Class I ECPs the contract administration office processed during the period.

Days to Process Class II ECPs - The total quantity of days required to processes all the Class II ECPs the contract administration office processed during the period.

3.10.2.1 Reserved

3.10.2.2 Class I ECP Cycle Time

Definition: The average quantity of days required by the contract administration office and the buying activity to process and disposition Class I ECPs during the period.

Population: All Class I ECPs dispositioned by the buying activity during the period. *Note: A Class I ECP is dispositioned when it is approved or disapproved by the buying activity.*

Computation: Class I ECP cycle time is measured in days. Cycle time for an individual Class I ECP is determined by subtracting the date of the contractor's proposal from the date the buying activity dispositioned the Class I ECP. The average Class I ECP cycle time is calculated by adding the individual cycle times of all Class I ECPs in the population and dividing the sum by the quantity of Class I ECPs in the population.

Stratification: Class I ECP cycle time is stratified by District, and CAO. When the Automated Metrics System is deployed, stratification will expand to include Team, Contractor, Service, and Buying Command.

Desired Outcome: The desired outcome is continuous improvement of the process so that Class I ECP cycle time is reduced without an increase in cost or a reduction in quality.

Data Element:

Days to Process/Disposition Class I ECPs - The total quantity of days required by the contract administration office to process and the buying activity to disposition all Class I ECPs that were dispositioned during the period.

Class I ECPs Dispositioned - The total quantity of Class I ECPs dispositioned during the period. *Note: Class I ECPs dispositioned during the period have an entry in the PCODATSIG field in ACTS that falls between the first and last dates of the period.*

Data Constraints:

Data to populate the above metrics are dependent on the contract administration office's thoroughness in maintaining the Automated Configuration Tracking (ACTS) Database.

Process Owner: Product Design, Development, and Control Team, AQOF, (703) 767-3396.

3.11 Customer Support

Purpose: To provide program managers of defense weapon system acquisitions business and technical advice on issues that affect cost, schedule, and technical performance. Timely and accurate cost and schedule information to support program manager decisions helps to ensure successful program completion.

Metric Operational Definitions:

3.11.1 Reserved

3.11.1.1 ACAT Program Surveys

Definition: The average rating received in response to the overall support question on ACAT customer satisfaction surveys conducted during the period.

Population: All ACAT/Commodity customer surveys conducted during the period.

Computation: The overall support average rating is calculated by totaling the ratings received in response to the overall support question on each survey in the population and dividing the sum by the quantity of surveys in the population.

Stratification: The average rating is stratified by District, CAO, Program, and Acquisition Category or Commodity.

Desired Outcome: The desired outcome is continuous improvement of the process so that the average rating for overall satisfaction increases above the 5.0 on a 6.0 scale.

Data Elements:

Surveys Conducted - The quantity of Program Managers, Items Managers, and Procuring Contracting Officers surveyed during the period.

Overall Support Rating - Responses, on the scale of 1 to 6, to the overall support question received for all surveys conducted during the period.

3.11.1.2 Trailer Card Responses

Definition: The average rating received in response to the overall satisfaction question on Trailer Cards received during the period.

Population: All Trailer Cards received during the period.

Computation: The average rating is calculated by totaling the ratings received in response to the overall satisfaction question on each trailer card in the population and dividing the sum by the quantity of trailer cards in the population.

Stratification: The average rating is stratified by District, CAO, Service, Buying Activity, and Product.

Desired Outcome: The desired outcome is continual improvement of the process so that the average rating for overall satisfaction increases.

Data Elements:

Trailer Cards - The total quantity of trailer cards received during the period.

Overall Satisfaction - Responses, on the scale of 1 to 6, to the overall satisfaction question stated on all trailer cards received during the period.

Data Constraints:

None.

Process Owner:

Customer Support Team, AQIA, (703) 767-2392.

3.12 Contractor Performance Measurement (CPM)

Purpose: To monitor contractor's compliance with DoD Cost/Schedule Control System Criteria (C/SCSC), or other contractual CPM requirements, and assessing the cost/schedule progress on a contract.

Metric Operational Definitions:

3.12.1 Cost Overruns on Major Programs

Definition: The percentage of contracts containing Cost/Schedule (C/S) reporting requirements that have projected cost overruns of 10 percent or greater.

Population: All open contracts on-hand at the contract administration office at the end of the period that are not physically complete and that contain C/S reporting requirements.

Computation: The percentage of contracts with projected cost overruns of 10 percent or greater is calculated by dividing the quantity of contracts with projected cost overruns of 10 percent or greater by the quantity of contracts in the population and multiplying the result by 100.

Stratification: The percent is stratified by District, CAO, Service, Buying Activity, Program, or Contractor.

Desired Outcome: The desired outcome is continuous improvement of the C/S process so that the percentage of contracts with an cost overruns of 10 percent or greater is reduced.

Data Elements:

C/S Contracts - The quantity of open contracts on-hand at the contract administration office at the end of the period that are not physically complete and that contain C/S reporting requirements, i.e., CPR, C/SSR.

Cost Overruns - The quantity of open contracts on-hand at the contract administration office at the end of the period that are not physically complete and that contain C/S reporting requirements where a cost overrun of 10 percent or greater exists. *Note: To determine if a cost overrun of 10 percent or greater exists, subtract the contract budget base amount from the estimate at completion and divide the result by the contract budget base.*

3.12.2 Schedule Slippage on Major Programs

Definition: The percentage of contracts containing Cost/Schedule (C/S) reporting requirements that have a cumulative unfavorable schedule variance of 10 percent or greater.

Population: All open contracts on-hand at the contract administration office at the end of the period that are not physically complete and that contain C/S reporting requirements.

Computation: The percentage of contracts with cumulative unfavorable schedule variances of 10 percent or greater is calculated by dividing the quantity of contracts with cumulative unfavorable schedule variances of 10 percent or greater by the quantity of contracts in the population and multiplying the result by 100.

Stratification: The percent is stratified by District, CAO, Service, Buying Activity, Program, or Contractor.

Desired Outcome: The desired outcome is continuous improvement of the C/S process so that the percentage of contracts with an unfavorable schedule variance of 10 percent or greater is reduced.

Data Constraints:

None.

Process Owner: Product Design, Development, and Control Team, AQOF, (703) 767-3396.

3.13 Reserved

4.0 CLOSEOUT

4.1 Contract Termination

Purpose: To ensure contractors are fairly compensated for work performed under terminated contracts and for allowable settlement expenses related to the termination settlement in a timely manner.

Metric Operational Definitions:

4.1.1 Terminations Contracting Officer (TCO) Negotiated Settlements Savings

Definition: The amount saved as the result of Terminations Contracting Officer settlement negotiations completed during the period.

Population: All terminations negotiation settlements completed during the period.

Source: Data to populate the metric resides in the Termination Automated Management System (TAMS).

Computation: Terminations contracting officer negotiated settlement savings are calculated by subtracting the amount negotiated from the amount proposed for all negotiations in the population.

Stratification: Terminations contracting officer negotiated settlement savings are stratified by District and CAO. When the Terminations application in the Automated Metrics System is deployed, stratification will expand to include Team, Service, Buying Activity, Contractor, Dollar Value, and Program.

Desired Outcome: To negotiate settlement amounts that are less than those proposed.

Data Input Instructions: Data is collected via fax from the DCMD Districts to AQOD every other month until the Terminations application is linked to the Automated Metrics System.

Data Element:

Note: The following data element is also a component of the Return on Investment (ROI) Ratio.

TCO Negotiations Savings - The difference between the proposed amount and the negotiated amount for all terminations settlements completed during the period.

4.1.2 Termination for Convenience Cycle Time

Definition: The average quantity of days required by the contract administration office to close termination for convenience dockets during the period.

Population: All termination for convenience dockets closed by the contract administration office during the period.

Source: Data to populate the metric resides in the Termination Automated Management System (TAMS).

Computation: Termination for convenience cycle time is measured in days. The cycle time for an individual termination is calculated by subtracting the date the termination was effective from the date the termination docket was closed. *Note: A docket is closed on the date a settlement is executed or a nonappealable determination is made; all excess funds are released; and the docket is forwarded for incorporation into the official contract file.* The average cycle time is calculated by totaling the individual cycle times for all dockets in the population and dividing the sum by the total quantity of dockets in the population.

Stratification: Termination for convenience cycle time is stratified by District, CAO, Service, Buying Activity, Contractor, and Team, and Amount Range.

Desired Outcome: The desired outcome is continuous improvement of the process so that the average cycle time to terminate contracts for convenience is reduced to 450 days or less.

Data Input Instructions: Data is collected via fax from the DCMD Districts to AQOD every other month until the Terminations application is linked to the Automated Metrics System.

Data Elements:

Dockets Closed - The quantity of termination for convenience dockets the contract administration office forwarded for incorporation into official contract files during the period

Days to Close Termination Dockets - The total quantity of days required by the contract administration office to close all termination for convenience dockets which were closed during the period.

Data Constraints:

The contract administration office must conscientiously maintain the integrity of the data contained in the Termination Automated Management System (TAMS).

Process Owner:

Payment, Closeout, and Property Team, AQOE, (703) 767-3413.

4.2 Contract Closeout

Purpose: To ensure that the proper actions are taken, including those relating to funds reconciliation, patent and royalty reporting, plant clearance, property administration, and security, so that contracts can be closed within the time standards set forth in the Federal Acquisition Regulation (FAR). *Note: The FAR allows the contract administration office the following quantity of months to close the contract following the month in which final acceptance occurred: firm fixed price unilateral contracts - 3 months; fixed price bilateral - 6 months; time and material and labor hour contracts - 20 months; and cost type contracts - 36 months.*

Metric Operational Definitions

4.2.1 Reserved

4.2.2 Contract Closeout Cycle Time

Definition: The average quantity of days required by the contract administration office to close out contracts during the period. *(Note: Although not currently used, this metric will be included with Command level performance measures in the future.)*

Population: All contracts closed by the contract administration office during the period.

Source: Data to populate the metric resides in the Mechanization of Contract Administration Services (MOCAS) system.

Computation: Contract closeout cycle time is measured in days. To determine the closeout cycle time for an individual contract, subtract the Julian date of the final acceptance from the Julian date the contract was closed. The average cycle time is determined by adding the individual cycle times of all contracts in the population and dividing the sum by the quantity of contracts in the population.

Stratification: Contract closeout cycle time is stratified by District, CAO, Closing Time Group, Contractor, Service, Buying Activity, CAR Part, and Team.

Desired Outcome: The desired outcome is continuous improvement of the process so that average closeout cycle times are reduced without a loss of quality or an increase in cost.

Data Input Instructions: None

Data Elements:

Days to Close - The total quantity of days required by the contract administration office to close all contracts closed during the period.

Quantity Closed - The total quantity of contracts that were closed by contract administration office during the period.

4.2.2.1 Funds at Risk of Canceling

Definition: The unliquidated obligation dollar amount of ACRN's with funds due to cancel at the end of the current fiscal year.

Population: All CAR Part A and B contracts under the cognizance of the contract administration office at the end of the period.

Source: Data to populate this metric resides in the Mechanization of Contract Administration Services (MOCAS) system. *(Note: During FY98 the source will change to the Shared Data Warehouse (SDW)).*

Computation: The unliquidated obligation dollar amount of ACRN's with funds due to cancel at the end of the current fiscal year is calculated by totaling the ULO amounts for all Part A and B affected ACRN's.

Stratification: The unliquidated obligation dollar amount of ACRN's with funds due to cancel at the end of the current fiscal year is stratified by District, CAO, ACO, Contractor, Contractor Location, Contract Type, Service, Buying Activity, CAR Part and Section, and Team.

Desired Outcome: The desired outcome is continuous improvement of the process so that the unliquidated obligation dollar amount of ACRN's with funds due to cancel at the end of the current fiscal year is reduced to zero.

Data Input Instructions: None. Data necessary to populate this metric is currently contained in MOCAS UNFA690D & E reports. (Note: *When the Shared Data Warehouse is deployed, the information will be available via Impromptu query.)*

Data Elements:

ULO Value of Contracts with Canceling Funds - The total ULO $ value of ACRN's with canceling funds on Part A and B contracts on-hand at the contract administration office at the end of the period. *Note: This amount is identified on MOCAS Reports UNFA690D&E.*

4.2.2.2 Percent Overage

Definition: The percentage of contracts which are physically complete that have not closed within the time standards set forth in the Federal Acquisition Regulation (FAR).

Population: All ACO assigned contracts under the cognizance of the contract administration office at the end of the period which, although all supplies and services are completed and accepted, are not closed. *Note: The quantity of contracts on which supplies and services are completed and accepted and not closed is equal to the quantity of contracts in Part A Section 2 of the Contract Administration Report. Contracts on which supplies and service are completed and accepted which have not moved to Section 2 will not be included.*

Source: Data to populate this metric resides in the Mechanization of Contract Administration Services (MOCAS) system.

Computation: The percent overage is calculated by dividing the quantity of contracts in the population that are overage by the total quantity of contracts in the population. Multiply by 100. *Note: To determine if a contract is overage, compare the overage date in MOCAS to the date of the last day of the period. If the overage date is before the date of the last day of the period, the contract is overage and is to be included in the above calculation. If the contract is not in MOCAS, the determination can be made by first adding the quantity of months allowed by the FAR to the month in which final acceptance occurred. This will equal the overage month. If the date of the last date of the overage month is* ***before*** *the date of the last date of the period, the contract is overage and is to be included in the above calculation.*

Stratification: The percent overage is stratified by District, CAO, Contract Type, Contractor, Service, Buying Activity, Overage Reason Codes, CAR Part, and Team.

Desired Outcome: The desired outcome is continuous improvement of the process so that the percentage of physically complete contracts that are overage is maintained at 15 percent or less.

Data Input Instructions: None. Data to populate this metric resides in MOCAS. (Note: *When the Shared Data Warehouse is deployed, the information will be available via Impromptu query.)*

Data Elements:

Quantity Physically Complete - The total quantity of contracts on-hand at the contract administration office at the end of the period residing in CAR Part A Section 2.

Quantity Overage - The total quantity of ACO assigned contracts on-hand at the contract administration office at the end of the period for which all supplies and services have been accepted which were not closed within the timeframes set forth in the FAR.

Data Constraints:

The above metrics are dependent on the contract administration offices thoroughness in maintaining the integrity of the Contract Administration Report, especially in respect to ensuring contracts are placed in the correct section of the report

Process Owner:

Property Management, Contract Closeout, and Terminations Team, AQOE. (703) 767-3429.

4.3 Plant Clearance

Purpose: To screen, redistribute, and dispose of excess government property that is no longer needed by contractors to perform on their contracts.

Metric Operational Definitions:

4.3.1 Percent of Excess Property Reutilized and Sales Proceeds

Definition: The percent of available property reutilized plus proceeds received during the period.

Population: The total acquisition cost of property dispositioned during the period.

Source: Data to populate this metric resides in the DCMC Automated Disposition System (DADS).

Computation: The percent reutilized is calculated by dividing the sum of the value of property reutilized within the federal Government or donated to state and local governments plus the amount of sale proceeds for sales of surplus property by the population and multiplying the result by 100.

Stratification: Percent reutilization is stratified by District, CAO, and Service.

Desired Outcome: Continuous improvement of the process to maximize the return on customer assets by increasing the percentage of excess assets that are reutilized plus and proceeds from sales.

Data Input Instructions: None.

Data Elements:

Acquisition Cost of Property Dispositioned - The total acquisition cost of all property included in all plant clearance cases closed by the contract administration office during the period.

Acquisition Cost of Property Reutilized - The acquisition cost of all property included in plant clearance cases closed by the contract administration office during the period that was disposed through the reutilization of the property.

Amount of Sales Proceeds - The dollar amount realized from sales of surplus government property that occur during the period.

4.3.1.1 Government Property Reutilization

Definition: The acquisition cost of all Government property reutilized as the result of plant clearance actions through redistribution to the Army, Navy, Air Force, and other DoD agencies, NASA, and other Government agencies.

Population: All plant clearance actions completed by the contract administration office during the two-month period. *Note: This does not include property donated to state and local governments.*

Computation: The acquisition cost of all Government property reutilized is calculated by totaling the acquisition cost of all government property reutilized as the result of all plant clearance actions included in the population.

Stratification: The acquisition cost of all Government property reutilized is stratified by District and CAO.

Desired Outcome: The desired outcome is continuous improvement of the process so that DCMC continues to achieve cost avoidance as the result reutilization of Government property.

Data Element:

Note: The following data element is also a component of the Return on Investment (ROI) Ratio.

Property Cost Avoidance - The total acquisition cost of all Government property reutilized as the result of plant clearance actions completed by the contract administration office during the two-month period.

Data Constraints:

The above metrics are dependent on the contract administration office's thoroughness in maintaining the integrity of the DCMC Automated Disposition System (DADS).

Process Owner:

Property Management, Contract Closeout, and Terminations Team, AQOE, (703) 767-3429.

4.4 Final Overhead Negotiation

Purpose: To settle final indirect cost rates that facilitate closeout of cost type contracts.

Metric Operational Definitions:

4.4.1 Open Overhead Negotiations

Definition: The quantity of open overhead years at the end of the period.

Population: All open overhead years that are subject to negotiation that exist at all contractor segments under the cognizance of the contract administration office.

Computation: The sum of open overhead years that are subject to negotiation that exist at all contractor segments under the cognizance of the contract administration office at the end of the period.

Stratification: Open overhead negotiations are stratified by District, CAO, Contractor, Stage of Negotiation, and Age Range.

Desired Outcome: Continuous improvements of the process to reduce or eliminate the backlog of overhead negotiations to ensure overhead closeout actions are completed within a two-year cycle time.

Data Element:

Open Overhead Year - A contractor segment fiscal year where the final indirect cost rates has not been settled.

4.4.1.1 Final Overhead Negotiation Savings

Definition: The amount saved as the result of negotiation in the settlement of final overhead rates.

Population: All final overhead negotiations completed during the two-month period.

Computation: The amount saved as the result of negotiation in the settlement of final overhead rates is calculated by applying the difference between the negotiated rates and proposed rates to the corresponding amounts associated with flexibly priced Government contracts for the year negotiated.

Stratification: The amount saved as the result of negotiation in the settlement of final overhead rates is stratified by District and CAO.

Desired Outcome: Continuous improvement of the process so that DCMC continues to achieve cost savings as the result of final overhead rate negotiations.

Data Element:

Note: The following data element is also a component of the Return on Investment (ROI) Ratio.

Overhead Rate Negotiations Savings - The amount saved as the result of negotiation in the settlement of final overhead rates during the two-month period.

Data Constraints:

None.

Process Owner:

Overhead Center of Excellence Team, AQOK, (703) 767-3391.

4.5 Legal

Metric Operational Definitions:

4.5.1 Litigation Cost Savings and Avoidances

Definition: The dollar amount saved or returned to the Government as the result of court or administrative judgments or negotiated settlements of legal proceedings arising out of a DCMC action.

Population: All court or administrative judgments or negotiated settlements of legal proceedings concluded during the two-month period.

Computation: The sum of all cost savings and avoidances realized as the result of all judgments and settlements in the population.

Stratification: Litigation cost savings and avoidances are stratified by District and CAO Counsel.

Desired Outcome: Continuous improvement of the process so that DCMC continues to achieve cost savings and avoidances through litigation.

Data Elements:

Note: The following data elements are also components of the Return on Investment (ROI) Ratio.

Litigation Cost Savings - The total amount recovered by the Government because of judgments or negotiated settlements of legal proceedings resulting from a DCMC fraud case or claim concluded during the two-month period. *Note: Recoveries of this nature can come about from a wide range of legal proceedings, including criminal and civil fraud cases, claims filed under the Contract Disputes Act, bankruptcy proceedings, and alternate dispute resolution proceedings.*

Litigation Cost Avoidance - The total amount of liability avoided by the Government as the result of defensive litigation settlements and judgments that are concluded during the two-month period. *Notes: In defensive litigation settlements, the amount of cost avoided is the amount specifically claimed (including applicable interest) or, if no amount is specified, a reasonable estimate of the total amount at risk (including applicable interest) plus a reasonable estimate of the opposing party litigation costs for which the Government would be liable if the opposing party was successful minus the amount to be paid under the settlement. In defensive litigation judgments, the amount of cost avoidance is the amount specifically claimed (including applicable interest) or, if no amount is specified, a reasonable estimate of the total amount at risk (including applicable interest) plus a reasonable estimate of the litigation costs for which the Government could have been liable minus the amount awarded by an administrative or judicial tribunal (including any interest, attorneys fees or other costs).*

Data Constraints:

None.

Process Owner: Office of Counsel (703) 767-6064.

A

ACAT	Acquisition Category
ACF	Acceptance Check Flight
ACO	Administrative Contracting Officer
ACTS	Automated Configuration Tracking System
ADPE	Automated Data Processing Equipment
AMS	Automated Metrics System
ASA	Annual Statement of Assurance
ATRRS	Army Training Requirements and Resources System

B-C

BCEFM	Business, Cost Estimating, and Financial Management
CAGE	Commercial and Government Entity
CADFU	Contract Audit Follow Up
CAL	Contractor Alert List
CAO	Contract Administration Office
CAR	Contract Administration Report or Corrective Action Request
CAS	Cost Accounting Standard or Contract Administration Services
CCB	Configuration Control Board
CCN	Contract Completion Notice
CIDR	Contract Inventory Delinquency Report
CIO	Continuous Improvement Opportunity
CIPR	Contractor Insurance/Pension Review
CLIN	Contract Line Item Number
CPL	Customer Priority List
CPM	Contractor Performance Measurement
CPMS	Contract Property Management System

D

DADS	DCMC Automated Disposition System
DAU	Defense Acquisition University
DAWIA	Defense Acquisition Workforce Improvement Act
DBMS	Defense Business Management System
DCAA	Defense Contract Audit Agency
DCARRS	Defense Contract Administration Reimbursable Reporting System
DCMC	Defense Contract Management Command
DCMD	Defense Contract Management District
DCPDS	Defense Civilian Personnel Data System
DFARS	Defense Federal Acquisition Regulation Supplement
DFAS	Defense Finance and Accounting Service
DLA	Defense Logistics Agency

DLAH	DLA Handbook
DLAM	DLA Manual
DLAR	DLA Regulation
DoD	Department of Defense
DoDAAD	DoD Activity Address Directory
DoDD	Department of Defense Directive
DoDI	Department of Defense Instruction
DPADS	DCMC Property Automated Data System

E-F

ECP	Engineering Change Proposal
EIS	Executive Information System
ELIN	Exhibit Line Item Number
FAD	Final Acceptance Date
FAR	Federal Acquisition Regulation
FCF	Functional Check Flight
FDD	Final Delivery Date
FOB	Free On Board or Freight On Board
FFP	Firm Fixed Price
FPRA	Forward Pricing Rate Agreement
FPRR	Forward Pricing Rate Recommendation
FTE	Full Time Equivalent
FY	Fiscal Year
FYTD	Fiscal Year To Date

G-L

GBL	Government Bill of Lading
GFE	Government Furnished Equipment
GFM	Government Furnished Material
GFP	Government Furnished Property
GFR	Government Flight Representative
GOBILS	Government Bill of Lading System
GOCO	Government Owned/Contractor Operated
GSA	General Services Administration
GTR	Government Transportation Requests
I/PS	Insurance/Pension Specialist
IAW	In Accordance With
IFB	Invitation For Bid
IOA	Internal Operational Assessment
IPE	Industrial Plant Equipment
IPT	Integrated Product Team
ISA	Installation Support Agreement
LDD	Loss, Damage, or Destruction

M

M/C	Major/Critical
MAF	Master Address File
MCF	Master Contract File
MCR	Management Control Review
MIL-STD	Military Standard
MILSCAP	Military Standard Contract Administration Procedure
MILSTAMP	Military Standard Transportation and Movement Procedure
MILSTEP	Military Supply and Transportation Evaluation Procedure
MILSTRAP	Military Standard Transportation Reporting and Accounting Procedure
MILSTRIP	Military Standard Requisitioning and Issue Procedure
MIR	Management Information Report
MIRR	Material Inspection and Receiving Report
MIS	Management Information System
MMAS	Material Management and Accounting System
MMDOS	Materiel Management Storage Policy Team
MMDTS	Materiel Management Supply and Acquisition Team
MOA	Memorandum of Agreement
MOCAS	Mechanization of Contract Administration Services
MOU	Memorandum of Understanding

N-O

NASA	National Aeronautics and Space Administration
NLA	Contract Closing Action Status
NLT	Not Later Than
OMB	Office of Management and Budget
OPE	Other Plant Equipment
OPI	Office of Primary Interest
OPR	Office of Primary Responsibility
OSD	Office of the Secretary of Defense

P

PAS	Preaward Survey
PCO	Procuring Contracting Officer
PEO	Program Executive Officer
PEP	Plant Equipment Package
PI	Program Integrator
PIIN	Procurement Instrument Identification Number
PIO	Performance Improvement Officer
PKN	Inspection Acceptance Report Card
PKX	Unclosed Contract Status

PKZ	Contract Closeout Extension
PK5	Inspection Acceptance Alert Card
PK9	Contract Completion Final Statement
PLAS	Performance Labor Accounting System
PLCL	Plant Clearance
PLCO	Plant Clearance Officer
PLFA	Primary Level Field Activity
PM	Program Manager
PMJEG	Performance Measurement Joint Executive Group
PMO	Program Management Office
PMS	Performance Measurement System
PNM	Price Negotiation Memorandum
PPP	Preservation, Packaging, and Packing
PQA	Procurement Quality Assurance
PQDR	Product Quality Deficiency Report

Q-S

RFD	Request for Deviation
RFP	Request for Proposal
RFQ	Request for Quotation
RFW	Request for Waiver
ROD	Report of Discrepancy
ROI	Return On Investment
SBA	Small Business Administration
SLFA	Secondary Level Field Activity
SPDP	Software Professional Development Program
SPECS	Software Professional Estimating and Collection System
SPI	Single Process Initiative
SPIIN	Supplemental Procurement Instrument Identification Number
SPN	Shipment Performance Notice
SRR	Shipment Request Register
SSAC	Source Selection Advisory Council
SSEB	Source Selection Evaluation Board

T

TAMS	Termination Automated Management System
TCMD	Transportation Control and Movement Document
TCN	Transportation Control Number
TCO	Termination Contracting Officer
TDP	Technical Data Package
TDR	Transportation Discrepancy Report
TDRR	Transportation Discrepancy Report Register
TDY	Temporary Duty

TRAMS	Transportation Automated Management System

U-Z

UCA	Undefinitized Contract Action
ULO	Unliquidated Obligation
ULP	Unfair Labor Practice
USA	Unit Self Assessment
USC	United States Code